

Significance Level: 95%
Total 403 100.000% 100.0000.24814

Weighting matrix		
Achieved		Required Factor
a	b	*c
North 0-9 Employees	61 15.136%	19.0000.31148
North 10+ Employees	23 5.707% b	1.0000.04348
Mids 0-9 Employees	56 13.896%	23.0000.41071
Mids 10+ Employees	24 5.955% b	1.0000.04167
South 0-9 Employees	69 17.122%	41.0000.59420
South 10+ Employees	22 5.459% b	1.0000.04545
Wal/Sco/NI 0-9 Emplo	11 27.543 %	13.0000.11712
Wal/Sco/NI 10+ Emplo	37 9.181% b	1.0000.02703

Columns Tested: a,b,c

Significance Level: 95%
Total 387 100.000% 100.0000.25840

Weighting matrix		
Achieved	Required Factor	
a	b	*c
North 0-9 Employees	57 14.729%	19.0000.33333
North 10+ Employees	18 4.651%	1.0000.05556
Mids 0-9 Employees	71 18.346%	23.0000.32394
Mids 10+ Employees	21 5.426%	1.0000.04762
South 0-9 Employees	65 16.796%	41.0000.63077
	a	
South 10+ Employees	11 2.842%	1.0000.09091
Wal/Sco/Nl 0-9 Emplo	10 28.424 %	13.0000.11818
	b	
Wal/Sco/Nl 10+ Emplo	34 8.786%	1.0000.02941
	b	

Columns Tested: a,b,c

Significance Level: 95%
Total 401 100.000% 100.0000.24938

Weighting matrix		
Achieved	Required Factor	
a	b	*c
North 0-9 Employees	53 13.217%	19.0000.35849
North 10+ Employees	18 4.489%	1.0000.05556
Mids 0-9 Employees	59 14.713%	23.0000.38983
	a	
Mids 10+ Employees	21 5.237%	1.0000.04762
South 0-9 Employees	65 16.209%	41.0000.63077
	a	
South 10+ Employees	15 3.741%	1.0000.06667
Wal/Sco/NI 0-9 Emplo	30 32.419 %	13.0000.10000
	b	
Wal/Sco/NI 10+ Emplo	40 9.975%	1.0000.02500
	b	

Columns Tested: a,b,c

Significance Level: 95%
Total 400 100.000% 100.0000.25000

Weighting matrix		
Achieved	Required Factor	
a	b	*c
North 0-9 Employees	60 15.000%	19.0000.31667
North 10+ Employees	25 6.250% b	1.0000.04000
Mids 0-9 Employees	56 14.000%	23.0000.41071
Mids 10+ Employees	25 6.250% b	1.0000.04000
South 0-9 Employees	54 13.500%	41.0000.75926
South 10+ Employees	24 6.000% b	1.0000.04167
Wal/Sco/NI 0-9 Emplo	26 31.500 % b	13.0000.10317
Wal/Sco/NI 10+ Emplo	30 7.500% b	1.0000.03333

Columns Tested: a,b,c

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Table 1

Page 5

C1. To which industry does your organisation belong to?

Base: All respondents

TOTAL	GOR													
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
1591	a	b	c	d	e	f	g	h	i	j	k	l	m	
	79	136	77	94	123	141	107	118	98	217	198	203	973	
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368	
119 8%	6	8	-	12	11	6	31	11	9	13	7	7	93	
	7% c	5%	-%	13% bcfm	9% cf	2%	13% bcfm	8% cf	9% cf	16% bcfhm	10% cf	9% cf	7% cf	
3 *%	-	-	-	1	-	-	-	2	-	-	-	-	3	
	-%	-%	-%	1% m	-%	-%	-%	1%	-%	-%	-%	-%	*%	
7 *%	-	*	-	-	-	5	-	2	-	*	-	*	7	
	-%	*%	-%	-%	-%	2%	-%	1%	-%	*%	-%	*%	*%	
134 8%	11	18	3	7	11	17	20	13	14	7	4	7	116	
	13% ck	11% ck	2%	9% c	9% c	6%	9% c	10% c	13% ck	9% c	5%	10% c	8% c	
22 1%	2	3	-	3	1	2	2	3	1	1		1	18	
	2%	2%	-%	3%	1%	1%	1%	2%	1%	1%	3%	1%	1%	
142 9%	10	6	6	9	18	31	19	13	12	9	5	4	124	
	12% b	4%	4%	10% bckl	14% bl	11% bl	8%	10% bl	12% bl	11% bl	7%	5% b	9% b	
373 23%	17	41	27	23	28	74	43	42	23	19	19	18	317	
	20%	26%	17%	26%	22%	26%	19%	30% c	22%	24%	27%	26%	23%	
96 6%	3	8	5	4	7	17	24	5	8	6	7	3	80	
	3%	5%	3%	5%	5%	6%	10% hl	3%	8%	8%	10% hlm	4%	6%	
54 3%	8	5	10	1	6	6	5	3	4	2	3	1	49	
	9% dfjlm	3%	6% l	2%	5% l	2%	2%	3%	4% l	2%	5% l	1%	4% l	
83 5%	4	14	18	5	3	13	11	3	2	4	3	3	73	
	5%	9% ehik	11% ehiklm	6%	2%	5%	5%	2%	1%	6%	4%	4%	5%	
195 12%	10	27	44	4	13	32	21	14	11	7	5	8	175	
	11%	17% djkadefghi	28% jklm	5%	11%	11%	9%	10%	10%	8%	8%	11%	13% dk	
23 1%	1	3	-	1	*	7	5	*	3	1	1	1	21	
	1%	2%	-%	2%	*%	3%	2%	*%	3%	1%	1%	1%	2%	
33 2%	3	2	-	*	4	12	-	4	2	1	1	3	28	
	4% g	2%	-%	*%	4% gjk	4% gjk	-%	3%	2%	1%	1%	4% gjk	2%	
110 7%	3	6	19	8	9	31	7	5	4	5	4	7	93	
	4%	4%	12%	10%	7%	11%	3%	4%	4%	7%	6%	9%	7%	

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Table 1 (continuation)

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C1. To which industry does your organisation belong to?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other community, social
and personal service
activities

Private households with
employed persons

Don't know

Other answers

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
1591	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
	88	156	160	88	125	280	228	138	105	82	71	70	1368
150	2	12	23	6	11	18	32	14	8	6	8	9	127
9%	3%	7%	14% a	7%	9%	7%	14% afj	10% a	8%	7%	11% a	13% a	9% a
4	-	-	-	-	-	-	3	1	-	-	-	-	4
*%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	*%
*	-	-	-	-	-	-	-	-	-	-	*	*	-
*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	*%	-%
43	5	5	5	1	4	8	5	3	4	-	2	1	40
3%	6%	3%	3%	2%	3%	3%	2%	2%	4%	-%	3%	1%	3%
	jl	j	j		j	j	j	j	j		j		j

Ofcom; Business Postal Tracker

Table 1 (continuation)

Page 7

C1. To which industry does your organisation belong to?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Agriculture, hunting and forestry	119 8%	119 98% bdefg	- -%	- -%	- -%	- -%	- -%	- -%	118 8% bce	1 2%	* 2%	* 4%	1 2%	7 1%	112 15% a
Fishing	3 *%	3 2% beg	- -%	- -%	- -%	- -%	- -%	- -%	3 *%	- -%	- -%	- -%	- -%	1 *%	2 *%
Mining and quarrying	7 *%	- -%	7 5% adeg	- -%	- -%	- -%	- -%	- -%	6 *%	* 1%	* 1%	- -%	* 1%	2 *%	5 1%
Manufacturing	134 8%	- -%	134 95% adefg	- -%	- -%	- -%	- -%	- -%	124 8%	5 12%	4 26% abe	1 16% a	10 15% a	71 9%	63 8%
Electricity / Gas / Water supply	22 1%	- -%	- -%	22 100%	- -%	- -%	- -%	- -%	21 1%	1 1%	- -%	- -%	1 1%	13 2%	9 1%
Construction	142 9%	- -%	- -%	- -%	142 100% abefg	- -%	- -%	- -%	137 9% c	4 10% c	* 2%	* 5%	5 7% c	66 8%	75 10%
Wholesale and retail trade: repair of motor vehicles / motor cycles	373 23%	- -%	- -%	- -%	- -%	373 100% abdfg	- -%	- -%	362 24% be	7 17%	3 18%	2 19%	11 18%	201 24%	172 22%
Hotels and restaurants	96 6%	- -%	- -%	- -%	- -%	- -%	- -%	96 14% abdef	91 6%	4 10% a	1 4%	* 5%	5 8%	38 5%	58 8% a
Transportation storage and communication	54 3%	- -%	- -%	- -%	- -%	- -%	- -%	54 8% abdef	52 3%	1 3%	1 7%	* 4%	2 4%	25 3%	30 4%
Financial intermediation and insurance	83 5%	- -%	- -%	- -%	- -%	- -%	83 100% abdeg	- -%	80 5%	2 6%	* 3%	- -%	3 4%	51 6%	32 4%
Real estate, rental and business	195 12%	- -%	- -%	- -%	- -%	- -%	- -%	195 29% abdef	191 12% be	3 8%	1 6%	1 8%	5 7%	123 15% b	73 9%
Public administration and defence	23 1%	- -%	- -%	- -%	- -%	- -%	- -%	23 4% abde	22 1%	1 3%	* 3%	* 1%	2 3%	14 2%	9 1%
Educational services	33 2%	- -%	- -%	- -%	- -%	- -%	- -%	33 5% abde	28 2%	2 6% a	1 6% a	2 19% abce	5 8% a	17 2%	16 2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 1 (continuation)

Page 8

C1. To which industry does your organisation belong to?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Healthcare and social work

Other community, social and personal service activities

Private households with employed persons

Don't know

Other answers

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
110	-	-	-	-	-	-	110	103	4	2	*	6	78	31
7%	-%	-%	-%	-%	-%	-%	16% abdef	7%	9%	15% a	5%	10% a	10% b	4%
150	-	-	-	-	-	-	150	144	4	1	1	6	94	55
9%	-%	-%	-%	-%	-%	-%	22% abdef	9%	10%	6%	10%	9%	11% b	7%
4	-	-	-	-	-	-	4	4	-	-	-	-	-	4
*9%	-%	-%	-%	-%	-%	-%	1%	*9%	-%	-%	-%	-%	-%	1%
														a
*	-	-	-	-	-	-	-	-	*	-	-	*	-	*
*%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	-%	*%
									a			a		
43	-	-	-	-	-	-	-	41	1	*	*	2	21	21
3%	-%	-%	-%	-%	-%	-%	-%	3%	3%	1%	4%	3%	3%	3%

Ofcom; Business Postal Tracker

Table 1 (continuation)

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C1. To which industry does your organisation belong to?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Agriculture, hunting and forestry	119 8%	61 8%	9 12%	9 13%	1 5%	107 8% b	12 4%	45 9% c	62 8% c	12 4%	75 8% d	28 11% cd	7 4%	3 2%	3 6%	3 15% cd	- -%
Fishing	3 *%	3 *%	- -%	- -%	- -%	1 *%	2 1%	1 *%	- -%	2 1%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
Mining and quarrying	7 *%	2 *%	- -%	3 4%	* 1%	7 1%	* *%	- -%	7 1%	* *%	6 1%	- -%	* *%	* *%	- -%	* *%	- -%
Manufacturing	134 8%	70 9%	5 7%	3 5%	4 27% abc	87 7%	48 15% a	33 7%	53 7%	48 15% ab	65 7%	27 10%	23 15% ad	8 6%	6 10%	4 19% ad	- -%
Electricity / Gas / Water supply	22 1%	11 1%	3 4%	2 3%	- -%	18 1%	4 1%	5 1%	13 2%	4 1%	12 1%	7 3%	2 1%	2 1%	* *%	- -%	- -%
Construction	142 9%	83 11%	12 16%	12 16%	2 14%	132 10% b	10 3%	49 10% c	83 11% c	10 3%	88 9% ef	28 11% ef	15 9% e	11 9% e	1 1%	* 2%	- -%
Wholesale and retail trade: repair of motor vehicles / motor cycles	373 23%	165 22%	23 31%	21 30%	3 21%	278 22%	95 31% a	109 21%	169 22%	95 31% ab	208 22%	69 27% e	35 22%	29 23%	9 16%	4 18%	* 6%
Hotels and restaurants	96 6%	57 8% bc	1 1%	1 1%	* 2%	94 7% b	2 1%	58 11% bc	37 5% c	2 1%	83 9% bcde	9 3% c	1 *%	1 1%	* *%	1 3%	- -%
Transportation storage and communication	54 3%	25 3%	2 2%	2 3%	* 2%	48 4%	6 2%	21 4%	27 4%	6 2%	33 3%	7 3%	7 5%	6 5%	2 3%	- -%	- -%
Financial intermediation and insurance	83 5%	38 5%	* *%	8 11% ab	2 12% ab	68 5%	15 5%	12 2%	57 7% a	15 5% a	37 4%	13 5%	16 10% ab	7 5%	7 12% ab	3 11% a	* 6%
Real estate, rental and business	195 12%	85 11%	12 16% c	5 7%	2 13%	142 11%	54 17% a	40 8%	101 13% a	54 17% ab	118 13% b	15 6%	18 12% b	25 20% abc	12 20% b	4 17% b	3 88%
Public administration and defence	23 1%	15 2%	* *%	* 1%	- -%	20 2%	3 1%	12 2%	8 1%	3 1%	15 2%	2 1%	* *%	6 5% abc	- -%	* *%	- -%
Educational services	33 2%	18 2%	* *%	1 1%	* 2%	30 2%	2 1%	20 4% bc	10 1%	2 1%	22 2%	8 3% c	1 *%	1 1%	1 1%	1 2%	- -%
Healthcare and social work	110 7%	34 5%	4 5%	1 1%	- -%	86 7%	24 8%	33 6%	53 7%	24 8%	52 6%	15 6%	14 9%	13 10% a	16 26% abcdf	1 3%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 1 (continuation)

Page 10

C1. To which industry does your organisation belong to?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Other community, social and personal service activities	150	69	3	1	-	131	19	54	77	19	92	25	16	7	4	2	-
	9%	9%	4%	1%	-%	10%	6%	11%	10%	6%	10%	10%	10%	6%	6%	9%	-%
		cd				b		c	c								
Private households with employed persons	4	1	-	-	-	4	-	3	1	-	4	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	1%	*%	-%	*%	-%	-%	-%	-%	-%	-%
Don't know	*	-	-	*	-	-	*	-	-	*	-	-	-	-	*	*	-
	*%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	1%	-%
															a		
Other answers	43	23	1	3	-	30	13	12	18	13	24	7	3	7	*	-	-
	3%	3%	1%	4%	-%	2%	4%	2%	2%	4%	3%	3%	2%	6%	1%	-%	-%
							a							a			

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 1 (continuation)

Page 11

C1. To which industry does your organisation belong to?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Agriculture, hunting and forestry	119 8%	42 7% c	2 3%	- -%	3 10% c	1 5%	118 8% b	1 1%	117 8% b	3 2%	103 8%	17 6%	- -%
Fishing	3 *%	- -%	- -%	2 3% a	- -%	- -%	1 *% a	2 1% a	1 *% a	2 1% a	1 *% a	- -%	2 6%
Mining and quarrying	7 *%	5 1%	- -%	- -%	- -%	* *%	4 *% a	2 2% a	2 *% a	5 3% a	* *% a	7 2% a	- -%
Manufacturing	134 8%	57 10%	7 12%	10 20% a	10 31% ab	4 17%	105 7%	29 27% a	94 7%	40 26% a	78 6%	51 18% a	5 21%
Electricity / Gas / Water supply	22 1%	13 2%	- -%	- -%	- -%	- -%	20 1%	2 2%	19 1%	3 2%	16 1%	6 2%	- -%
Construction	142 9%	42 7% b	- -%	* 1%	3 9% b	1 5%	137 9%	4 4%	133 9%	8 5%	122 10%	18 6%	1 6%
Wholesale and retail trade: repair of motor vehicles / motor cycles	373 23%	143 24%	24 41% a	22 44% a	11 36%	15 58% a	333 22%	39 36% a	321 22%	51 33% a	272 21%	88 31% a	12 48%
Hotels and restaurants	96 6%	27 5%	- -%	- -%	* 1%	- -%	96 6% b	- -%	96 7% b	- -%	92 7% b	4 1%	- -%
Transportation storage and communication	54 3%	13 2%	* *%	* *%	- -%	- -%	50 3%	4 4%	50 3%	4 3%	48 4% b	2 1%	4 15%
Financial intermediation and insurance	83 5%	30 5% b	- -%	* *%	* 1%	- -%	82 6% b	1 1%	82 6% b	1 1%	70 5%	13 4%	* 2%
Real estate, rental and business	195 12%	83 14%	9 15%	8 16%	1 2%	2 7%	187 13%	8 8%	182 13%	13 9%	161 13%	34 12%	1 2%
Public administration and defence	23 1%	11 2%	* *%	2 5%	- -%	* *%	21 1%	3 2%	21 1%	3 2%	21 2%	3 1%	- -%
Educational services	33 2%	8 1%	* 1%	- -%	- -%	- -%	33 2%	- -%	32 2%	* *%	32 3% b	* *%	- -%
Healthcare and social work	110 7%	40 7%	10 18%	2 3%	1 2%	- -%	109 7%	1 1%	109 8%	1 1%	98 8%	11 4%	* *%

Ofcom; Business Postal Tracker

Table 1 (continuation)

Page 12

C1. To which industry does your organisation belong to?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other community, social
and personal service
activities

Private households with
employed persons

Don't know

Other answers

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
150	64	3	-	3	1	142	8	137	12	129	21	-
9%	11% c	5%	-%	8% c	3%	10%	7%	10%	8%	10%	7%	-%
4	-	-	-	-	-	4	-	4	-	4	-	-
*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
*	-	-	-	*	-	*	-	*	-	*	*	-
*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	*%	-%
43	11	3	4	-	1	37	5	36	7	33	10	-
3%	2%	5%	8% a	-%	5%	3%	5%	2%	5%	3%	3%	-%

Ofcom; Business Postal Tracker

Table 1 (continuation)

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C1. To which industry does your organisation belong to?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Agriculture, hunting and forestry	119 8%	65 8%	21 8%	34 7%	115 8% f	59 6%	116 8% f	38 6%	30 6%	13 4%	94 9% df	17 4%	- -%	31 10% a	26 5%	116 8%	8 7%
Fishing	3 *%	1 *%	- -%	2 *%	1 *%	- -%	1 *%	2 *%	- -%	2 1% b	1 *%	2 *%	- -%	- -%	2 *%	1 *%	- -%
Mining and quarrying	7 *%	4 *%	2 1% c	* *%	7 *%	5 1%	7 *%	5 1%	* *%	2 1%	7 1%	3 1%	* 2%	2 1%	5 1%	7 *%	* *%
Manufacturing	134 8%	66 8%	18 7%	48 11%	121 8%	78 9%	124 8% abc	77 12%	48 10%	58 20% abcdeg	101 9%	74 18% c	1 9%	13 4%	44 9%	125 8%	18 16% ab
Electricity / Gas / Water supply	22 1%	16 2%	1 *%	6 1%	22 1%	13 1%	22 1%	12 2%	9 2%	3 1%	19 2%	5 1%	2 17%	7 2%	6 1%	22 1%	3 3%
Construction	142 9%	83 10%	26 10%	32 7%	135 9% def	91 10% def	139 9% def	34 5%	24 5%	11 4%	113 10% def	15 4%	* 2%	30 9% a	44 9%	135 9%	6 5%
Wholesale and retail trade: repair of motor vehicles / motor cycles	373 23%	194 23%	58 22%	117 26%	330 22%	196 21%	337 22% abceg	193 30%	107 23%	96 34% abceg	242 22%	157 38% c	3 24%	54 17%	105 22%	340 23% c	18 15%
Hotels and restaurants	96 6%	66 8% bc	10 4%	19 4%	92 6% df	41 4% f	93 6% df	21 3% f	30 7% df	2 1%	57 5% f	2 1%	- -%	25 8% a	22 5%	92 6% c	2 2%
Transportation storage and communication	54 3%	35 4%	7 3%	11 3%	51 3% bd	18 2%	53 3% bd	6 1%	16 4% d	6 2%	42 4% bd	6 1%	* 3%	7 2%	12 3%	52 3%	4 3%
Financial intermediation and insurance	83 5%	40 5%	19 7%	25 5%	80 5% f	66 7% defg	83 5% f	30 5% f	19 4% f	4 2%	49 5% f	6 1%	2 23%	22 7% a	39 8% b	81 5%	7 6%
Real estate, rental and business	195 12%	85 10%	42 16% a	66 14% a	186 12%	133 15%	189 12%	84 13%	66 14%	32 11%	141 13%	49 12%	1 8%	49 15%	78 16% b	187 12%	26 22% b
Public administration and defence	23 1%	11 1%	3 1%	6 1%	23 2% f	16 2% f	23 2% f	12 2% f	6 1%	* *%	9 1%	5 1%	* 4%	8 3%	7 1%	23 2%	* *%
Educational services	33 2%	25 3%	3 1%	5 1%	32 2%	18 2%	32 2%	7 1%	6 1%	2 1%	15 1%	3 1%	- -%	5 2%	3 1%	31 2%	* *%

Ofcom; Business Postal Tracker

Table 1 (continuation)

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C1. To which industry does your organisation belong to?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly						Use of parcels			Types of service used			
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Healthcare and social work	110	49	26	34	108	69	109	41	41	17	63	27	-	26	32	106	2
	7%	6%	10% a	8%	7%	7%	7%	7%	9% g	6%	6%	7%	-%	8%	7% c	7% c	2%
Other community, social and personal service activities	150	93	19	35	141	89	143	56	46	28	89	33	1	36	40	146	18
	9%	11%	7%	8%	9%	10%	9%	9%	10%	10%	8%	8%	9%	11%	8%	10%	15% ab
Private households with employed persons	4	3	-	1	4	3	4	-	1	-	1	-	-	-	-	4	-
	*%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	-%
Don't know	*	-	-	*	*	*	*	*	*	-	*	-	-	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	*%
Other answers	43	22	6	14	42	22	42	16	9	10	35	10	-	10	11	43	4
	3%	3%	2%	3%	3%	2%	3%	3%	2%	3%	3%	2%	-%	3%	2%	3%	3%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 1 (continuation)

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C1. To which industry does your organisation belong to?

Base: All respondents

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1591					1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591					1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Agriculture, hunting and forestry	119	93	91	8	2	118	98	119	86	118	-	56	119	12	6	90	23
	8%	8%	9%	6%	4%	8%	7%	8%	7%	8%	-	7%	8%	7%	3%	8%	12%
																a	a
Fishing	3	1	1	-	-	3	2	3	2	3	-	2	3	-	-	3	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Mining and quarrying	7	7	7	2	*	7	7	7	7	7	-	7	7	5	2	4	-
	*%	1%	1%	2%	*%	*%	1%	*%	1%	*%	-%	1%	*%	3%	1%	*%	-%
				c										ab			
Manufacturing	134	98	83	16	3	128	112	130	111	132	-	78	133	19	26	84	25
	8%	8%	8%	12%	6%	8%	8%	8%	9%	8%	-%	10%	9%	10%	13%	7%	12%
															b		b
Electricity / Gas / Water supply	22	17	16	6	-	22	20	22	20	22	-	15	22	3	2	17	3
	1%	1%	2%	4%	-%	1%	2%	1%	2%	1%	-%	2%	1%	2%	1%	1%	1%
				c													
Construction	142	115	82	9	5	140	129	140	116	142	-	73	140	8	8	107	26
	9%	10%	8%	7%	12%	9%	10%	9%	10%	9%	-%	9%	9%	4%	4%	9%	13%
												c	c			a	a
Wholesale and retail trade: repair of motor vehicles / motor cycles	373	255	211	32	16	369	317	369	317	368	-	183	366	48	63	278	32
	23%	21%	21%	23%	37%	24%	24%	24%	26%	24%	-%	22%	23%	26%	32%	23%	16%
					c										bc	c	
Hotels and restaurants	96	77	45	5	1	95	76	95	68	93	-	43	95	6	5	79	12
	6%	6%	4%	4%	3%	6%	6%	6%	6%	6%	-%	5%	6%	3%	2%	7%	6%
		b														a	
Transportation storage and communication	54	37	30	4	-	54	41	54	34	54	-	24	54	8	3	45	6
	3%	3%	3%	3%	-%	3%	3%	3%	3%	3%	-%	3%	3%	4%	2%	4%	3%
Financial intermediation and insurance	83	73	49	11	-	78	71	78	57	81	-	45	79	10	13	61	8
	5%	6%	5%	8%	-%	5%	5%	5%	5%	5%	-%	6%	5%	5%	7%	5%	4%
Real estate, rental and business	195	162	125	15	5	192	168	192	141	192	-	105	190	34	29	137	25
	12%	13%	13%	11%	12%	12%	13%	12%	12%	12%	-%	13%	12%	18%	15%	12%	12%
														b			
Public administration and defence	23	20	15	-	3	23	17	23	15	18	-	10	23	1	3	16	5
	1%	2%	1%	-%	6%	1%	1%	1%	1%	1%	-%	1%	1%	*%	1%	1%	2%
					ac												
Educational services	33	22	19	2	*	33	29	33	17	32	-	10	32	1	2	28	3
	2%	2%	2%	2%	*%	2%	2%	2%	1%	2%	-%	1%	2%	*%	1%	2%	1%
Healthcare and social work	110	75	84	9	6	106	97	106	86	105	-	60	106	7	16	77	17
	7%	6%	8%	7%	14%	7%	7%	7%	7%	7%	-%	7%	7%	4%	8%	6%	8%

C1. To which industry does your organisation belong to?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other community, social
and personal service
activities

Private households with
employed persons

Don't know

Other answers

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
150	120	99	12	*	137	149	119	149	108	150	-	80	147	24	15	121	14
9%	10%	10%	9%	*%	10%	10%	9%	10%	9%	10%	-%	10%	9%	13%	7%	10%	7%
4	4	4	1	1	3	4	4	4	3	4	-	3	4	-	-	4	-
*%	*%	*%	1%	3% C	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-
*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
43	26	34	3	1	39	40	31	43	30	40	-	22	43	2	5	35	3
3%	2%	3%	2%	1%	3%	3%	2%	3%	2%	3%	-%	3%	3%	1%	2%	3%	1%

C1. To which industry does your organisation belong to?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Agriculture, hunting and forestry	119 8%	6 4%	1 1%	112 8% b	74 7%	45 8%	106 7%	13 9%	89 7%	5 6%	22 8%	98 8%	- -%	15 6%
Fishing	3 *%	2 1% c	- -%	1 *%	2 *%	1 *%	2 *%	1 1% a	1 *%	- -%	- -%	1 *%	2 3% b	- -%
Mining and quarrying	7 *%	- -%	- -%	7 1%	5 1%	2 *%	5 *%	2 1%	4 *%	2 3% a	3 1%	4 *%	- -%	5 2%
Manufacturing	134 8%	24 17% c	11 13% c	98 7%	94 9%	40 7%	125 9%	9 6%	96 8%	5 7%	34 12% b	95 7%	21 40% b	32 14%
Electricity / Gas / Water supply	22 1%	2 2%	1 1%	19 1%	14 1%	8 1%	22 2%	- -%	15 1%	- -%	5 2%	17 1%	2 4%	4 2%
Construction	142 9%	10 7%	5 6%	126 9%	100 10% b	41 7%	137 9% b	5 3%	106 9%	8 10%	24 8%	116 9%	2 3%	15 6%
Wholesale and retail trade: repair of motor vehicles / motor cycles	373 23%	38 26%	32 37% c	300 22%	193 19%	180 31% a	322 22%	51 35% a	292 24%	15 19%	52 18%	308 24% a	11 20%	82 36% a
Hotels and restaurants	96 6%	5 4%	8 10%	82 6%	57 6%	39 7%	81 6%	15 11% a	75 6%	4 5%	16 6%	80 6%	* *%	4 2%
Transportation storage and communication	54 3%	2 1%	1 1%	51 4%	41 4%	13 2%	54 4% b	- -%	40 3%	1 2%	5 2%	45 4%	- -%	6 3%
Financial intermediation and insurance	83 5%	6 4% b	- -%	72 5% b	56 6%	27 5%	81 6% b	2 1%	62 5%	3 4%	18 6%	65 5%	* *%	10 5%
Real estate, rental and business	195 12%	18 12%	12 13%	164 12%	121 12%	74 13%	195 14% b	- -%	147 12%	17 22% a	33 11%	162 13%	5 9%	26 12%
Public administration and defence	23 1%	3 2%	- -%	21 2%	13 1%	10 2%	22 2%	1 1%	16 1%	4 5% a	4 1%	19 2%	- -%	3 1%
Educational services	33 2%	- -%	* 1%	32 2%	29 3% b	4 1%	28 2%	5 3%	27 2%	* *%	8 3%	25 2%	- -%	* *%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

C1. To which industry does your organisation belong to?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Healthcare and social work

Other community, social and personal service activities

Private households with employed persons

Don't know

Other answers

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
110	9	8	92	77	33	101	9	89	2	25	84	*	9
7%	6%	10%	7%	8%	6%	7%	6%	7%	3%	9%	7%	%	4%
150	17	3	129	99	51	124	25	112	7	31	119	10	10
9%	12% b	4%	10% b	10%	9%	9%	17% a	9%	9%	11%	9%	18% b	5%
4	-	-	4	3	1	3	1	4	-	-	4	-	-
%	-%	-%	%	%	%	%	1%	%	-%	-%	%	-%	-%
*	-	-	*	*	-	*	-	*	-	-	*	-	*
%	-%	-%	%	%	-%	%	-%	%	-%	-%	%	-%	%
43	5	3	35	27	16	38	5	36	5	12	31	1	5
3%	3%	3%	3%	3%	3%	3%	3%	3%	6%	4%	2%	2%	2%

Ofcom; Business Postal Tracker

Table 1 (continuation)

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C1. To which industry does your organisation belong to?

Base: All respondents

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	*b	a	b	c	d
Unweighted total	1591	249	5	387	401	400	403
Weighted total	1591	246	7	387	401	400	403
Agriculture, hunting and forestry	119 8%	15 6%	- -%	17 4%	33 8% a	27 7%	43 11% a
Fishing	3 *%	2 1%	- -%	- -%	2 *%	1 *%	- -%
Mining and quarrying	7 *%	5 2%	- -%	3 1%	* *%	- -%	4 1% c
Manufacturing	134 8%	44 18%	3 40%	44 11% bd	28 7%	33 8%	29 7%
Electricity / Gas / Water supply	22 1%	5 2%	- -%	4 1%	4 1%	8 2%	5 1%
Construction	142 9%	15 6%	- -%	55 14% bcd	37 9% d	34 8% d	16 4%
Wholesale and retail trade: repair of motor vehicles / motor cycles	373 23%	87 35%	- -%	84 22%	97 24%	84 21%	109 27% c
Hotels and restaurants	96 6%	2 1%	- -%	27 7%	26 6%	18 4%	26 7%
Transportation storage and communication	54 3%	6 2%	- -%	13 3%	16 4%	14 4%	11 3%
Financial intermediation and insurance	83 5%	11 4%	- -%	29 8% b	10 3%	22 5% b	22 5% b
Real estate, rental and business	195 12%	20 8%	3 41%	56 15% b	36 9%	47 12%	56 14% b
Public administration and defence	23 1%	3 1%	- -%	9 2% d	9 2% d	3 1%	2 1%
Educational services	33 2%	* *%	- -%	3 1%	11 3% ad	16 4% ad	2 *%
Healthcare and social work	110 7%	10 4%	- -%	9 2%	33 8% a	45 11% ad	23 6% a
Columns Tested: a,b - a,b,c,d							

C1. To which industry does your organisation belong to?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other community, social
and personal service
activities

Private households with
employed persons

Don't know

Other answers

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
150	20	-	25	54	42	29
9%	8%	-%	7%	13% ad	10%	7%
4	-	-	1	-	3	-
*%	-%	-%	*%	-%	1%	-%
*	*	-	-	-	*	-
*%	*%	-%	-%	-%	*%	-%
43	5	1	7	6	3	26
3%	2%	18%	2%	1%	1%	7% abc

C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total
None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

10+ employees

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
398	22	44	33	30	29	58	66	32	29	19	21	14	344
25%	25%	28%	21%	34% ll	23%	21%	29%	23%	28%	24%	30% l	20%	25%
1129	62	106	124	52	90	213	158	100	72	58	45	50	977
71%	71%	68%	77% dk	59%	72% d	76% dk	69%	73% d	68%	71%	63%	72% d	71% dk
31	2	2	3	2	2	3	3	2	2	2	3	3	22
2%	2%	1%	2%	3%	2%	1%	1%	2%	2%	3%	4%	5% m	2%
10	1	1	*	1	*	1	1	1	1	1	1	1	7
1%	1%	1%	%	1%	%	%	%	1%	1%	1%	2%	2%	1%
15	1	2	*	3	2	2	-	1	1	1	1	1	12
1%	2%	1%	%	3%	2%	1%	%	1%	1%	1%	1%	2%	1%
8	1	1	*	*	1	2	*	1	1	*	1	1	6
1%	1%	1%	%	%	1%	1%	%	%	1%	1%	1%	1%	%
64	4	7	4	6	6	8	4	5	4	5	5	6	48
4%	5%	4%	2%	7%	5%	3%	2%	4%	4%	6%	7% gm	9% fgm	3%

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Table 2 (continuation)

Page 22

C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or

1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

10+ employees

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
398	43	39	8	44	80	28	145	398	-	-	-	-	190	208
25%	35%	27%	36%	31%	21%	33%	22%	26%	-%	-%	-%	-%	23%	27%
	eg			eg		eg		bcde						
1129	78	92	14	93	282	53	489	1129	-	-	-	-	595	534
71%	64%	65%	62%	66%	76%	64%	74%	74%	-%	-%	-%	-%	72%	70%
					abdf		ab	bcde						
31	1	4	1	3	5	2	14	-	31	-	-	31	18	12
2%	1%	3%	2%	2%	1%	2%	2%	-%	75%	-%	-%	48%	2%	2%
									acde			acd		
10	*	1	-	1	2	1	5	-	10	-	-	10	7	3
1%	-%	1%	-%	1%	1%	1%	1%	-%	25%	-%	-%	16%	1%	-%
									acde			acd		
15	*	4	-	*	3	*	7	-	-	15	-	15	8	7
1%	-%	3%	-%	-%	1%	1%	1%	-%	-%	100%	-%	23%	1%	1%
										abde		abd		
8	*	1	-	*	2	-	4	-	-	-	8	8	5	4
1%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%	100%	13%	1%	-%
											abce	abc		
64	1	10	1	5	11	3	31	-	41	15	8	64	37	26
4%	1%	7%	2%	3%	3%	3%	5%	-%	100%	100%	100%	100%	5%	3%
		ae							a	a	a	a		

C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
None - self employed or 1 other employee	398	284	2	3	2	364	34	185	179	34	311	48	15	9	4	2	-
	25%	37%	2%	4%	11%	28%	11%	36%	23%	11%	33%	18%	9%	8%	7%	10%	-%
		bcd				b		bc	c		bcd	cde					
2-9	1129	470	69	59	7	886	244	317	569	244	610	201	132	102	50	14	3
	71%	62%	94%	84%	47%	69%	79%	62%	74%	79%	65%	77%	84%	82%	83%	59%	88%
			ad	ad			a		a	ab		af	af	af	af		
10-25	31	5	2	5	1	19	12	5	14	12	10	5	6	5	3	1	-
	2%	1%	3%	7%	7%	1%	4%	1%	2%	4%	1%	2%	4%	4%	5%	6%	-%
			a	a	a		a			ab			a	a	a	a	
26-49	10	*	1	1	1	5	5	1	5	5	2	2	2	2	*	2	*
	1%	%	1%	2%	7%	%	2%	%	1%	2%	%	1%	1%	2%	1%	7%	6%
			a	a	a		a			a			a			abc	
50 - 99	15	1	-	2	3	5	9	*	5	9	1	3	2	4	1	3	*
	1%	%	-%	2%	21%	%	3%	%	1%	3%	%	1%	1%	3%	2%	11%	6%
				a	abc		a			ab		a	a	a	a	abcde	
100 - 249	8	-	-	*	1	2	6	1	2	6	2	1	1	2	1	2	-
	1%	-%	-%	%	7%	%	2%	%	%	2%	%	%	1%	2%	2%	7%	-%
				abc			a			ab				a	a	abcd	
10+ employees	64	6	3	8	7	32	32	7	25	32	15	11	11	13	6	7	*
	4%	1%	4%	11%	42%	2%	10%	1%	3%	10%	2%	4%	7%	11%	11%	31%	12%
			a	a	abc		a		a	ab		a	a	ab	ab	abcde	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or

1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

10+ employees

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
398	133	11	11	6	2	378	19	371	25	337	54	6
25%	23% e	18%	21%	21%	8%	26% b	17%	26% b	16%	26% b	19%	23%
1129	431	43	37	22	21	1045	85	1012	117	897	214	19
71%	73%	75%	73%	71%	82%	71%	77%	70%	77%	70%	75%	74%
31	13	1	2	1	1	27	3	25	5	21	9	*
2%	2%	2%	3%	3%	3%	2%	3%	2%	3%	2%	3%	2%
10	4	1	1	1	*	9	1	9	2	7	2	*
1%	1%	2%	1%	2%	*%	1%	1%	1%	1%	1%	1%	1%
15	5	1	1	*	2	13	2	12	2	10	4	*
1%	1%	2%	1%	1%	6% a	1%	2%	1%	2%	1%	1%	1%
8	4	1	1	*	*	8	*	8	1	7	1	-
1%	1%	1%	1%	1%	1%	1%	*%	1%	*%	1%	*%	-%
64	26	4	3	2	3	58	6	54	10	46	17	1
4%	4%	7%	7%	8%	10%	4%	6%	4%	6%	4%	6%	4%

C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total
None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

10+ employees

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
398	239	49	103	367	190	377	126	67	80	248	100	*	62	104	376	40
25%	28%	19%	23%	25%	21%	25%	20%	15%	28%	23%	24%	4%	19%	22%	25%	34%
	bc			bde	e	bde	e		bde	e						ab
1129	585	198	336	1062	680	1079	475	364	195	782	296	9	245	348	1073	66
71%	68%	76%	74%	71%	74%	71%	75%	79%	68%	72%	71%	84%	75%	73%	71%	57%
	a	a	a	f		abcfg								c	c	
31	18	6	7	29	22	30	15	13	5	24	9	*	8	10	30	4
2%	2%	2%	1%	2%	2%	2%	2%	3%	2%	2%	2%	1%	3%	2%	2%	4%
10	5	2	3	10	8	10	6	5	2	8	3	*	3	4	10	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
15	8	3	4	14	12	14	8	7	2	11	5	1	3	7	14	3
1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	6%	1%	1%	1%	3%
																b
8	5	2	2	8	7	8	5	4	1	6	2	*	4	3	8	1
1%	1%	1%	*%	1%	1%	1%	1%	1%	*%	1%	*%	3%	1%	1%	1%	1%
64	35	13	15	61	49	62	34	28	11	49	19	1	19	23	62	10
4%	4%	5%	3%	4%	5%	4%	5%	6%	4%	5%	4%	12%	6%	5%	4%	9%
																b

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Table 2 (continuation)

Page 26

C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or
1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

10+ employees

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
398	298	218	37	9	343	386	309	389	277	388	-	186	394	48	35	306	57
25%	25%	22%	27%	20%	25%	25%	23%	25%	23%	25%	-%	23%	25%	26%	18%	26%	28%
																a	a
1129	852	731	93	34	980	1113	971	1116	886	1110	-	599	1108	127	153	835	137
71%	71%	74%	68%	77%	71%	71%	73%	71%	73%	71%	-%	73%	71%	68%	78%	70%	68%
															bc		
31	25	21	3	1	25	30	27	30	25	30	-	15	30	5	4	23	4
2%	2%	2%	3%	2%	2%	2%	2%	2%	2%	2%	-%	2%	2%	3%	2%	2%	2%
10	8	8	1	*	9	10	10	10	9	10	-	6	10	1	2	7	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
15	12	11	2	*	12	14	14	14	12	14	-	9	14	3	3	10	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	2%	1%	1%
8	8	6	1	-	7	8	8	8	7	8	-	4	8	2	1	6	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
64	53	46	7	1	54	63	58	63	53	62	-	34	62	11	9	47	8
4%	4%	5%	5%	3%	4%	4%	4%	4%	4%	4%	-%	4%	4%	6%	5%	4%	4%

C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or

1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

10+ employees

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
398	33	21	344	212	186	349	49	293	23	81	310	10	46
25%	22%	24%	26%	21%	32% a	24%	34% a	24%	30%	28%	24%	18%	21%
1129	108	61	951	749	381	1035	95	871	51	197	914	41	166
71%	74%	70%	71%	75% b	65%	72%	66%	72%	65%	68%	72%	76%	74%
31	3	2	24	20	11	30	1	23	2	6	25	1	7
2%	2%	3%	2%	2%	2%	2%	1%	2%	3%	2%	2%	2%	3%
10	1	1	9	8	2	10	-	8	*	1	9	*	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
15	2	1	11	10	4	15	-	11	1	4	10	2	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%
8	*	1	8	6	2	8	*	7	*	1	7	-	1
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
64	6	5	52	44	20	63	1	49	4	12	51	3	13
4%	4%	6%	4%	4%	3%	4%	1%	4%	5%	4%	4%	6%	6%

C2. Approximately how many people are employed by your whole organisation in the UK, including but not exclusively the branch or office location you currently work at?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

None - self employed or

1 other employee

2-9

10-25

26-49

50 - 99

100 - 249

10+ employees

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
398	52	1	113	118	96	70
25%	21%	18%	29%	30%	24%	17%
			d	d	d	
1129	180	6	258	267	288	316
71%	73%	82%	67%	66%	72%	79%
						abc
31	7	-	8	8	8	7
2%	3%	-%	2%	2%	2%	2%
10	2	-	2	3	2	2
1%	1%	-%	1%	1%	1%	1%
15	4	-	3	3	4	4
1%	1%	-%	1%	1%	1%	1%
8	1	-	2	2	2	3
1%	1%	-%	1%	1%	1%	1%
64	14	-	15	16	16	16
4%	6%	-%	4%	4%	4%	4%

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Table 3

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C2a. Revenue

Base: All respondents

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	228	138	105	82	71	70	1368
Up to £49,999	190	5	8	18	16	19	25	19	15	8	13	9	160
	12%	5%	5%	11%	18%	15%	11%	14%	14%	9%	18%	12%	12%
				abj	ab	b		b	b		abjm	b	b
£50,000 - £99,999	230	14	36	20	14	18	29	23	15	11	8	8	202
	14%	16%	23%	13%	16%	15%	10%	14%	14%	14%	11%	12%	15%
		fjklm											
£100,000 - £199,999	177	8	17	23	8	8	28	22	12	13	7	4	154
	11%	9%	11%	15%	9%	7%	10%	12%	11%	15%	10%	5%	11%
			l				l	el		el			l
£200,000 - £299,999	96	8	11	5	3	8	23	6	8	8	3	6	79
	6%	9%	7%	3%	3%	6%	8%	3%	4%	8%	10%	9%	6%
										dkm			
£300,000 - £399,999	43	3	7	-	3	3	9	6	*	4	3	3	34
	3%	4%	5%	-%	3%	2%	3%	2%	-%	4%	3%	4%	3%
		h							h	h		h	
£400,000 - £499,999	25	1	4	5	*	4	3	*	2	1	1	2	21
	2%	1%	3%	3%	-%	3%	1%	-%	1%	1%	1%	3%	2%
£500,000 - £749,999	54	3	2	2	3	4	14	15	4	-	2	3	46
	3%	3%	1%	1%	4%	3%	5%	7%	3%	-%	3%	4%	3%
						i	bi				i		
£750,000 - £999,999	20	-	2	2	1	-	*	6	3	1	1	1	16
	1%	-%	1%	2%	1%	-%	-%	2%	2%	1%	2%	1%	1%
£1,000,000 - £1,499,999	30	*	5	8	2	1	3	*	2	2	2	3	23
	2%	-%	3%	5%	2%	1%	1%	-%	1%	2%	3%	4%	2%
			gm										
£1,500,000 - £1,999,999	19	2	2	3	1	*	8	-	2	1	-	*	19
	1%	2%	1%	2%	1%	-%	3%	-%	1%	1%	-%	-%	1%
		j					jk						
£2,000,000 - £4,999,999	21	2	2	-	*	*	8	2	4	1	*	1	20
	1%	2%	1%	-%	-%	-%	3%	1%	3%	1%	-%	1%	1%
£5,000,000 +	16	1	4	1	1	1	*	*	5	1	1	*	14
	1%	1%	2%	-%	1%	-%	-%	-%	4%	1%	1%	-%	1%
								gkm					
Don't know / not sure	536	31	50	63	28	37	105	77	36	35	25	23	462
	34%	36%	32%	39%	32%	29%	37%	34%	26%	33%	31%	33%	34%
Refused	135	11	7	10	8	22	12	29	10	9	6	7	118
	9%	12%	4%	6%	9%	18%	4%	13%	7%	8%	7%	10%	9%
		bf			befhijlm		bf						
£0-£399,999	735	37	80	66	43	56	125	98	71	54	42	33	630
	46%	42%	51%	41%	49%	45%	45%	43%	51%	51%	52%	46%	46%
£400,000 - £999,999	99	4	8	10	5	8	17	21	9	3	5	5	84
	6%	5%	5%	6%	5%	6%	6%	9%	6%	3%	6%	7%	6%
							i						
£1,000,000 - 4,999,999	70	4	8	11	3	2	19	3	7	4	3	4	61
	4%	5%	5%	7%	4%	1%	7%	1%	5%	4%	3%	6%	4%

Significance Level: 95%
Unweighted total
Weighted total
£5,000,000 +

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
16	1	4	1	1	1	1	*	5	1	1	*	1	14
1%	1%	2%	*%	1%	*%	*%	*%	4%	1%	1%	*%	1%	1%
								gkm					

Ofcom; Business Postal Tracker

Table 3 (continuation)

C2a. Revenue

Base: All respondents

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	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Up to £49,999	190	18	6	4	22	35	12	88	189	1	*	-	1	90	100
	12%	15% b	4%	20%	16% be	9% b	15% b	13% b	12% bcde	2%	1%	-%	1%	11%	13%
£50,000 - £99,999	230	19	24	5	19	47	18	85	229	1	-	-	1	114	115
	14%	15%	17%	24%	14%	13%	21% g	13%	15% bcde	2%	-%	-%	1%	14%	15%
£100,000 - £199,999	177	19	21	1	14	40	6	74	176	1	-	-	1	88	89
	11%	16%	15%	4%	10%	11%	7%	11%	12% bcde	2%	-%	-%	1%	11%	12%
£200,000 - £299,999	96	4	13	-	14	19	1	39	95	1	*	-	1	49	47
	6%	3%	9% f	-%	10% af	5%	1%	6%	6% bce	2%	1%	-%	2%	6%	6%
£300,000 - £399,999	43	1	6	*	11	14	*	10	41	1	*	-	1	19	23
	3%	1%	4% g	2%	8% afg	4% g	*%	1%	3% a	3%	1%	-%	2%	2%	3%
£400,000 - £499,999	25	3	2	-	2	9	*	9	23	1	*	-	2	15	10
	2%	2%	1%	-%	2%	2%	*%	1%	2% a	4%	1%	-%	3%	2%	1%
£500,000 - £749,999	54	7	5	3	9	13	*	17	52	2	-	-	2	26	27
	3%	5%	4%	14%	6% fg	3%	*%	3%	3% c	5%	-%	-%	3%	3%	4%
£750,000 - £999,999	20	2	*	-	3	10	*	4	19	1	-	-	1	10	10
	1%	2%	*%	-%	2% bg	3% bg	*%	1%	1% a	3%	-%	-%	2%	1%	1%
£1,000,000 - £1,499,999	30	1	1	2	4	11	4	4	26	3	1	*	3	16	14
	2%	1%	1%	9%	3% g	3% g	5% bg	1%	2% a	6%	4%	2%	5% a	2%	2%
£1,500,000 - £1,999,999	19	2	3	-	8	2	2	2	18	1	*	-	1	8	12
	1%	2% g	2% g	-%	5% eg	1%	3% g	*%	1% a	3%	1%	-%	2%	1%	2%
£2,000,000 - £4,999,999	21	6	2	-	*	7	1	5	18	2	1	*	3	6	16
	1%	5% dg	1%	-%	*%	2%	2%	1%	1% a	6% a	6% a	2% a	5% a	1%	2% a
£5,000,000 +	16	1	4	-	2	3	2	3	9	2	3	1	7	9	7
	1%	1%	3% g	-%	2%	1%	2%	*%	1% a	5% a	23% abe	13% ab	10% ab	1%	1%
Don't know / not sure	536	29	46	3	26	127	31	262	499	22	9	7	37	311	225
	34%	23%	33% d	13%	18% ad	34% ad	37% ad	39% ad	33% a	54% a	58% a	81% abce	58% a	38% b	29%
Refused	135	12	7	3	7	35	5	64	133	2	1	*	3	61	74
	9%	10%	5%	13%	5% be	9% be	6% be	10% be	9% be	5% be	4% be	2% be	4% be	7% be	10% be
£0-£399,999	735	61	70	11	80	156	37	296	730	4	*	-	5	361	374
	46%	50%	49%	50%	57% eg	42% eg	45% eg	45% eg	48% bcde	10% cd	3%	-%	7% d	44% d	49% d

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 3 (continuation)

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C2a. Revenue

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

£400,000 - £999,999

£1,000,000 - 4,999,999

£5,000,000 +

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
99	11	7	3	14	32	1	31	94	4	*	-	5	51	48
6%	9%	5%	14%	10%	8%	1%	5%	6%	11%	1%	-%	7%	6%	6%
	fg			fg	fg				acd			cd		
70	9	6	2	12	21	8	10	63	6	2	*	8	29	41
4%	7%	4%	9%	8%	6%	9%	1%	4%	15%	11%	4%	12%	4%	5%
	g	g		g	g	g			ad	a		a		
16	1	4	-	2	3	2	3	9	2	3	1	7	9	7
1%	1%	3%	-%	2%	1%	2%	*%	1%	5%	23%	13%	10%	1%	1%
		g							a	abe	ab	ab		

Ofcom; Business Postal Tracker

Table 3 (continuation)

C2a. Revenue

Base: All respondents

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	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Up to £49,999	190	190	-	-	-	182	8	107	76	8	158	24	1	3	-	-	-
	12%	25%	-%	-%	-%	14%	2%	21%	10%	2%	17%	9%	1%	2%	-%	-%	-%
		bcd				b		bc	c		bcd	cdef					
£50,000 - £99,999	230	230	-	-	-	198	32	93	104	32	160	27	20	13	3	-	-
	14%	30%	-%	-%	-%	15%	10%	18%	13%	10%	17%	10%	12%	10%	4%	-%	-%
		bcd				b		bc			bcd	f	ef	f			
£100,000 - £199,999	177	177	-	-	-	161	16	56	106	16	113	27	20	10	4	1	-
	11%	23%	-%	-%	-%	13%	5%	11%	14%	5%	12%	10%	13%	8%	6%	5%	-%
		bcd				b		c	c								
£200,000 - £299,999	96	96	-	-	-	78	18	19	59	18	56	16	13	9	1	*	-
	6%	13%	-%	-%	-%	6%	6%	4%	8%	6%	6%	6%	8%	7%	2%	2%	-%
		bcd							a								
£300,000 - £399,999	43	43	-	-	-	31	12	9	22	12	21	11	4	5	2	-	-
	3%	6%	-%	-%	-%	2%	4%	2%	3%	4%	2%	4%	3%	4%	3%	-%	-%
		bc															
£400,000 - £499,999	25	25	-	-	-	13	12	3	10	12	6	11	2	5	*	1	-
	2%	3%	-%	-%	-%	1%	4%	1%	1%	4%	1%	4%	1%	4%	%	6%	-%
						a				ab		ac		a		ace	
£500,000 - £749,999	54	-	54	-	-	33	21	5	28	21	13	15	10	6	6	*	-
	3%	-%	73%	-%	-%	3%	7%	1%	4%	7%	1%	6%	7%	5%	10%	2%	-%
			acd			a			a	ab		a	a	a	a		
£750,000 - £999,999	20	-	20	-	-	13	7	6	8	7	7	5	2	3	4	-	-
	1%	-%	27%	-%	-%	1%	2%	1%	1%	2%	1%	2%	1%	2%	6%	-%	-%
			acd												ac		
£1,000,000 - £1,499,999	30	-	-	30	-	16	14	4	12	14	10	4	2	12	1	*	-
	2%	-%	-%	42%	-%	1%	4%	1%	2%	4%	1%	2%	1%	10%	1%	2%	-%
				abd			a			ab				abce			
£1,500,000 - £1,999,999	19	-	-	19	-	16	4	1	14	4	5	4	7	1	3	*	-
	1%	-%	-%	28%	-%	1%	1%	%	2%	1%	1%	1%	4%	1%	5%	1%	-%
				abd					a				a		a		
£2,000,000 - £4,999,999	21	-	-	21	-	11	10	4	7	10	6	4	2	5	*	1	3
	1%	-%	-%	30%	-%	1%	3%	1%	1%	3%	1%	2%	1%	4%	%	3%	88%
				abd			a			ab				a			
£5,000,000 +	16	-	-	-	16	9	6	5	4	6	8	2	1	2	2	2	*
	1%	-%	-%	-%	100%	1%	2%	1%	1%	2%	1%	1%	%	2%	3%	7%	12%
					abc		a			b						abcd	
Don't know / not sure	536	-	-	-	-	419	117	148	270	117	289	91	64	41	30	14	-
	34%	-%	-%	-%	-%	33%	38%	29%	35%	38%	31%	35%	40%	33%	49%	62%	-%
									a	a			a		abd	abcd	
Refused	135	-	-	-	-	102	33	48	55	33	84	20	10	11	7	2	-
	9%	-%	-%	-%	-%	8%	11%	9%	7%	11%	9%	8%	7%	9%	11%	9%	-%
										b							
£0-£399,999	735	735	-	-	-	650	85	284	366	85	508	105	58	39	9	2	-
	46%	97%	-%	-%	-%	51%	28%	56%	47%	28%	54%	40%	37%	31%	15%	7%	-%
		bcd				b		bc	c		bcd	ef	ef	ef			

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 3 (continuation)

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C2a. Revenue

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
£400,000 - £999,999	99	25	74	-	-	59	39	14	45	39	25	31	14	14	10	2	-
	6%	3%	100%	-%	-%	5%	13%	3%	6%	13%	3%	12%	9%	11%	16%	8%	-%
			acd				a		a	ab		a	a	a	a	a	
£1,000,000 - 4,999,999	70	-	-	70	-	43	28	9	34	28	21	12	11	18	4	1	3
	4%	-%	-%	100%	-%	3%	9%	2%	4%	9%	2%	5%	7%	15%	6%	6%	88%
				abd			a		a	ab		a	a	abc			
£5,000,000 +	16	-	-	-	16	9	6	5	4	6	8	2	1	2	2	2	*
	1%	-%	-%	-%	100%	1%	2%	1%	1%	2%	1%	1%	1%	2%	3%	7%	12%
				abc			a			b					abcd		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 3 (continuation)

C2a. Revenue

Base: All respondents

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	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Up to £49,999	190	80	5	1	*	*	181	8	179	11	154	34	2
	12%	14% cd	8%	3%	1%	2%	12%	8%	12%	7%	12%	12%	7%
£50,000 - £99,999	230	79	8	6	6	4	216	12	215	12	191	32	6
	14%	13%	13%	11%	18%	16%	15%	11%	15% b	8%	15%	11%	22%
£100,000 - £199,999	177	69	5	7	3	2	169	8	159	18	141	34	2
	11%	12%	9%	14%	8%	7%	11%	7%	11%	12%	11%	12%	9%
£200,000 - £299,999	96	32	2	3	*	1	82	14	80	16	74	20	2
	6%	5%	4%	6%	2%	5%	6%	13% a	6%	11% a	6%	7%	10%
£300,000 - £399,999	43	16	2	3	2	1	36	6	34	9	30	12	-
	3%	3%	4%	6%	5%	5%	2%	6% a	2%	6% a	2%	4%	-%
£400,000 - £499,999	25	15	2	2	1	-	22	3	22	3	13	13	-
	2%	3%	3%	5%	5%	-%	1%	3%	2%	2%	1%	4% a	-%
£500,000 - £749,999	54	29	5	1	*	-	52	2	51	3	41	13	-
	3%	5%	8%	2%	1%	-%	3%	2%	4%	2%	3%	5%	-%
£750,000 - £999,999	20	7	-	-	4	-	19	1	18	2	16	3	*
	1%	1%	-%	-%	12% abce	-%	1%	1%	1%	1%	1%	1%	2%
£1,000,000 - £1,499,999	30	7	1	2	-	1	28	2	27	2	22	7	1
	2%	1%	2%	4%	-%	4%	2%	2%	2%	2%	2%	3%	2%
£1,500,000 - £1,999,999	19	6	-	*	-	1	16	3	17	3	13	6	-
	1%	1%	-%	*%	-%	2%	1%	3%	1%	2%	1%	2%	-%
£2,000,000 - £4,999,999	21	6	1	*	-	3	18	4	17	5	14	7	-
	1%	1%	1%	*%	-%	11% abc	1%	3% a	1%	3%	1%	2%	-%
£5,000,000 +	16	5	*	1	1	*	13	2	12	3	11	4	-
	1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	1%	2%	-%
Don't know / not sure	536	204	22	16	11	7	502	33	486	49	447	77	11
	34%	35%	37%	31%	36%	29%	34%	30%	34%	32%	35% b	27%	44%
Refused	135	35	6	8	3	5	125	10	120	16	112	23	1
	9%	6%	10%	16% a	9%	18% a	8%	9%	8%	10%	9%	8%	4%
£0-£399,999	735	276	22	20	11	9	685	48	667	66	590	131	12
	46%	47%	38%	40%	35%	35%	46%	44%	46%	43%	46%	46%	48%
£400,000 - £999,999	99	51	6	3	6	-	93	6	90	8	70	28	*
	6%	9%	11%	7%	18% e	-%	6%	6%	6%	6%	5%	10% a	2%
£1,000,000 - 4,999,999	70	19	2	2	-	4	62	9	61	10	49	21	1
	4%	3%	3%	4%	-%	17%	4%	8%	4%	6%	4%	7%	2%

Significance Level: 95%
Unweighted total
Weighted total
£5,000,000 +

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
16	5	*	1	1	*	13	2	12	3	11	4	-
1%	1%	1%	2%	2%	1%	1%	2%	1%	2%	1%	2%	-%

Ofcom; Business Postal Tracker

Table 3 (continuation)

C2a. Revenue

Base: All respondents

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TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
190	116	26	43	167	76	172	66	45	33	124	47	2	38	43	176	13
12%	13%	10%	9%	11%	8%	11%	10%	10%	12%	12%	11%	17%	12%	9%	12%	11%
	c			b		b				b						
230	132	27	69	205	128	215	82	45	46	139	60	*	41	76	212	24
14%	15%	10%	15%	14%	14%	14%	13%	10%	16%	13%	15%	4%	13%	16%	14%	20%
	b			e	e	e			e							b
177	92	32	53	169	100	170	75	49	37	116	37	*	48	41	170	6
11%	11%	12%	12%	11%	11%	11%	12%	11%	13%	11%	9%	4%	15%	9%	11%	5%
												a		c		
96	57	13	26	89	51	89	33	29	14	70	18	2	19	28	90	1
6%	7%	5%	6%	6%	6%	6%	5%	6%	5%	7%	4%	15%	6%	6%	6%	1%
													c	c		
43	26	7	7	38	27	40	18	7	11	29	15	-	9	12	40	5
3%	3%	3%	2%	3%	3%	3%	3%	1%	4%	3%	4%	-	3%	2%	3%	5%
									e							
25	9	4	11	22	20	24	19	8	10	16	11	-	10	9	24	4
2%	1%	2%	3%	1%	2%	2%	3%	2%	4%	2%	3%	-	3%	2%	2%	4%
			a				acg		acg							b
54	27	9	19	48	38	51	29	19	9	33	17	1	16	21	51	3
3%	3%	3%	4%	3%	4%	3%	5%	4%	3%	3%	4%	13%	5%	4%	3%	2%
20	13	1	6	20	8	20	7	5	3	16	6	-	5	7	19	2
1%	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%
30	18	4	7	29	23	30	12	6	9	18	9	*	2	10	30	6
2%	2%	2%	2%	2%	2%	2%	2%	1%	3%	2%	2%	1%	1%	2%	2%	5%
																b
19	8	3	8	19	15	19	9	11	4	18	5	-	2	7	19	1
1%	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	-	1%	2%	1%	*
21	11	5	6	21	15	21	6	8	3	14	6	-	4	6	20	1
1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	-	1%	1%	1%	1%
16	12	1	2	15	11	15	7	8	2	12	5	*	2	3	15	2
1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	3%	1%	1%	1%	2%
536	270	110	148	518	341	521	224	201	75	378	138	4	113	165	516	33
34%	31%	42%	33%	35%	37%	34%	35%	44%	26%	35%	33%	34%	35%	35%	34%	28%
		ac		f	f	f	abcdfg			f						
135	69	16	49	129	66	130	47	20	30	95	41	1	15	49	129	16
9%	8%	6%	11%	9%	7%	9%	7%	4%	11%	9%	10%	9%	5%	10%	9%	14%
		b		e	e	e	e		e	e	c					b
735	422	106	198	668	381	686	274	175	141	478	177	4	156	200	688	49
46%	49%	41%	44%	45%	41%	45%	43%	38%	49%	44%	43%	39%	48%	42%	46%	42%
	b			e		e			be	e						
99	49	14	36	90	66	94	55	31	22	65	34	1	31	37	94	9
6%	6%	5%	8%	6%	7%	6%	9%	7%	8%	6%	8%	13%	9%	8%	6%	7%

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Table 3 (continuation)

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C2a. Revenue

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

£1,000,000 - 4,999,999

£5,000,000 +

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
70	36	13	21	70	53	70	27	24	15	51	19	*	8	22	69	7
4%	4%	5%	5%	5%	6%	5%	4%	5%	5%	5%	5%	1%	3%	5%	5%	6%
16	12	1	2	15	11	15	7	8	2	12	5	*	2	3	15	2
1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	3%	1%	1%	1%	2%

Ofcom; Business Postal Tracker

Table 3 (continuation)

C2a. Revenue

Base: All respondents

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TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
190	145	104	18	10	162	184	147	186	121	187	-	79	187	23	21	155	14
12%	12%	10%	13%	22%	12%	12%	11%	12%	10%	12%	-%	10%	12%	12%	10%	13%	7%
																c	
230	149	139	22	5	195	221	178	224	173	224	-	120	226	19	33	162	34
14%	12%	14%	16%	12%	14%	14%	13%	14%	14%	14%	-%	15%	14%	10%	17%	14%	17%
177	159	103	21	6	147	174	150	175	135	170	-	109	177	18	23	120	33
11%	13%	10%	16%	14%	11%	11%	11%	11%	11%	11%	-%	13%	11%	10%	12%	10%	16%
	b															10%	b
96	63	57	2	*	91	96	82	96	74	96	-	37	96	11	11	73	11
6%	5%	6%	1%	1%	7% a	6%	6%	6%	6%	6%	-%	5%	6%	6%	6%	6%	6%
43	30	26	4	-	39	41	35	41	34	43	-	21	41	10	9	27	7
3%	3%	3%	3%	-%	3%	3%	3%	3%	3%	3%	-%	3%	3%	6% ab	5%	2%	3%
25	22	13	*	2	22	25	19	25	19	25	-	15	23	6	4	18	3
2%	2%	1%	%	6% a	2%	2%	1%	2%	2%	2%	-%	2%	1%	3% b	2%	2%	2%
54	42	40	5	4	44	54	51	54	47	54	-	32	54	6	9	35	10
3%	4%	4%	4%	10% c	3%	3%	4%	3%	4%	3%	-%	4%	3%	3%	5%	3%	5%
20	12	14	2	*	17	20	18	20	15	17	-	8	20	1	2	14	4
1%	1%	1%	1%	%	1%	1%	1%	1%	1%	1%	-%	1%	1%	%	1%	1%	2%
30	21	24	2	*	27	30	28	30	23	29	-	17	29	11	5	19	5
2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	-%	2%	2%	6% ab	3%	2%	3%
19	16	14	4	-	16	19	18	19	19	19	-	13	17	4	3	13	4
1%	1%	1%	3%	-%	1%	1%	1%	1%	2%	1%	-%	2%	1%	2%	2%	1%	2%
21	17	13	2	-	20	21	19	21	18	21	-	14	21	3	4	14	4
1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	2%	1%	1%	2%	1%	2%
16	14	11	1	-	13	15	15	15	11	15	-	5	15	3	3	7	6
1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	1%	3% b
536	415	358	40	11	470	526	463	527	425	527	-	272	524	46	53	424	54
34%	34%	36%	29%	25%	34%	34%	35%	34%	35%	34%	-%	33% c	33% c	25%	27%	36% ac	27%
135	99	78	14	4	117	135	116	135	101	132	-	74	135	25	16	107	13
9%	8%	8%	11%	9%	9%	9%	9%	9%	8%	8%	-%	9%	9%	13% b	8%	9%	6%
735	546	429	67	22	632	716	593	722	537	720	-	367	726	82	97	538	100
46%	45%	43%	49%	50%	46%	46%	44%	46%	44%	46%	-%	45%	46%	44%	50%	45%	49%
99	76	68	7	7	83	99	88	99	81	96	-	55	96	13	15	67	17
6%	6%	7%	5%	16% ac	6%	6%	7%	6%	7%	6%	-%	7%	6%	7%	8%	6%	8%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

C2a. Revenue

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total
£1,000,000 - 4,999,999

£5,000,000 +

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
1591	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
70	55	51	8	*	62	70	65	70	61	70	-	45	68	18	12	45	12
4%	5%	5%	6%	1%	4%	4%	5%	4%	5%	4%	-%	5%	4%	9%	6%	4%	6%
														ab			
16	14	11	1	-	13	15	15	15	11	15	-	5	15	3	3	7	6
1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	1%	3% b

Ofcom; Business Postal Tracker

Table 3 (continuation)

C2a. Revenue

Base: All respondents

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	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Up to £49,999	190	14	10	166	109	81	165	25	147	9	30	158	9	23
	12%	10%	12%	12%	11%	14%	11%	17% a	12%	11%	10%	12%	16%	10%
£50,000 - £99,999	230	31	16	182	141	89	202	28	165	7	54	168	6	33
	14%	21% c	19%	14%	14%	15%	14%	19%	14%	9%	19% b	13%	11%	15%
£100,000 - £199,999	177	7	8	162	107	70	164	13	128	13	28	146	5	28
	11%	5%	9%	12% a	11%	12%	11%	9%	11%	16%	10%	11%	9%	12%
£200,000 - £299,999	96	9	7	80	69	27	92	4	79	5	15	79	4	16
	6%	6%	8%	6%	7%	5%	6%	3%	6%	6%	5%	6%	8%	7%
£300,000 - £399,999	43	6	2	35	29	14	40	2	35	3	6	36	*	10
	3%	4%	2%	3%	3%	2%	3%	2%	3%	4%	2%	3%	1%	4%
£400,000 - £499,999	25	4	2	20	13	12	25	-	18	*	8	17	7	5
	2%	3%	2%	1%	1%	2%	2%	-%	1%	*%	3%	1%	13% b	2%
£500,000 - £749,999	54	14	3	37	41	12	53	1	44	1	8	46	4	6
	3%	9% c	4%	3%	4% b	2%	4% b	*%	4%	2%	3%	4%	7%	3%
£750,000 - £999,999	20	1	*	19	14	6	20	-	16	2	7	12	*	3
	1%	*%	1%	1%	1%	1%	1%	-%	1%	2%	2%	1%	*%	1%
£1,000,000 - £1,499,999	30	1	3	26	17	13	30	-	21	4	3	26	2	5
	2%	1%	3%	2%	2%	2%	2%	-%	2%	5%	1%	2%	4%	2%
£1,500,000 - £1,999,999	19	*	1	18	15	4	19	-	9	4	3	16	-	3
	1%	*%	1%	1%	2%	1%	1%	-%	1%	5% a	1%	1%	-%	1%
£2,000,000 - £4,999,999	21	5	-	14	13	8	21	-	19	*	6	16	1	6
	1%	4% c	-%	1%	1%	1%	1%	-%	2%	*%	2%	1%	2%	3%
£5,000,000 +	16	3	*	11	13	2	16	-	11	3	5	11	1	3
	1%	2%	*%	1%	1%	*%	1%	-%	1%	3% a	2%	1%	1%	2%
Don't know / not sure	536	33	30	466	353	183	491	45	421	17	87	437	5	71
	34%	23%	35% a	35% a	35%	31%	34%	31%	35% b	21%	30%	34%	10%	32% a
Refused	135	19	4	112	70	65	108	27	102	11	30	104	9	11
	9%	13% b	4%	8%	7%	11% a	7%	19% a	8%	14%	10%	8%	17% b	5%
£0-£399,999	735	67	43	625	455	280	664	71	554	37	134	588	24	110
	46%	46%	49%	46%	45%	48%	46%	49%	46%	47%	46%	46%	45%	49%
£400,000 - £999,999	99	18	5	76	68	31	98	1	77	3	22	76	11	15
	6%	12% c	6%	6%	7%	5%	7% b	*%	6%	4%	8%	6%	21% b	7%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 3 (continuation)

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C2a. Revenue

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

£1,000,000 - 4,999,999

£5,000,000 +

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
70	6	4	58	45	25	70	-	49	8	11	58	3	14
4%	4%	4%	4%	5%	4%	5%	-%	4%	10% a	4%	5%	6%	6%
16	3	*	11	13	2	16	-	11	3	5	11	1	3
1%	2%	*%	1%	1%	*%	1%	-%	1%	3% a	2%	1%	1%	2%

Ofcom; Business Postal Tracker

Table 3 (continuation)

C2a. Revenue

Base: All respondents

Page 43

Significance Level: 95%

Unweighted total

Weighted total

Up to £49,999

£50,000 - £99,999

£100,000 - £199,999

£200,000 - £299,999

£300,000 - £399,999

£400,000 - £499,999

£500,000 - £749,999

£750,000 - £999,999

£1,000,000 - £1,499,999

£1,500,000 - £1,999,999

£2,000,000 - £4,999,999

£5,000,000 +

Don't know / not sure

Refused

£0-£399,999

£400,000 - £999,999

£1,000,000 - 4,999,999

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
190	30	-	54	57	34	45
12%	12%	-%	14%	14%	8%	11%
			c	c		
£50,000 - £99,999	230	36	49	81	53	46
14%	14%	-%	13%	20%	13%	12%
				acd		
£100,000 - £199,999	177	25	41	56	38	41
11%	10%	-%	11%	14%	10%	10%
£200,000 - £299,999	96	17	24	23	24	24
6%	7%	34%	6%	6%	6%	6%
£300,000 - £399,999	43	11	17	4	14	8
3%	4%	-%	4%	1%	3%	2%
			bd		b	
£400,000 - £499,999	25	11	12	6	2	5
2%	4%	-%	3%	1%	1%	1%
			c			
£500,000 - £749,999	54	7	14	19	13	8
3%	3%	6%	4%	5%	3%	2%
				d		
£750,000 - £999,999	20	3	3	6	5	6
1%	1%	-%	1%	1%	1%	2%
£1,000,000 - £1,499,999	30	6	3	9	9	9
2%	2%	-%	1%	2%	2%	2%
£1,500,000 - £1,999,999	19	3	4	2	8	7
1%	1%	-%	1%	1%	2%	2%
					b	
£2,000,000 - £4,999,999	21	7	4	1	6	10
1%	3%	-%	1%	1%	1%	3%
						b
£5,000,000 +	16	3	1	3	9	3
1%	1%	-%	1%	1%	2%	1%
					a	
Don't know / not sure	536	72	107	112	163	153
34%	29%	23%	28%	28%	41%	38%
					ab	ab
Refused	135	17	54	21	22	38
9%	7%	36%	14%	5%	6%	10%
			bc			bc
£0-£399,999	735	118	185	222	163	164
46%	48%	34%	48%	55%	41%	41%
			cd	acd		
£400,000 - £999,999	99	21	29	31	20	19
6%	9%	6%	7%	8%	5%	5%
£1,000,000 - 4,999,999	70	16	11	12	22	26
4%	6%	-%	3%	3%	6%	6%
					a	ab

C2a. Revenue

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

£5,000,000 +

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
16	3	-	1	3	9	3
1%	1%	-%	%	1%	2%	1%
					a	

C3. Where in the UK do you work?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
East of England	88 6%	88 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	88 6%
		bcdefgh ijklm												bcdefgh ijkl
East Midlands	156 10%	- -%	156 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	156 11%
			acdefghi jklm											acdefgh ijkl
Greater London	160 10%	- -%	- -%	160 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	160 12%
				abdefgh ijklm										abdefgh ijkl
North East	88 6%	- -%	- -%	- -%	88 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	88 6%
					abcefg hijk lm									abcefg h ijkl
North West	125 8%	- -%	- -%	- -%	- -%	125 100%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	125 9%
						abcd fghijk lm								abcd fgh ijkl
South East	280 18%	- -%	- -%	- -%	- -%	- -%	280 100%	- -%	- -%	- -%	- -%	- -%	- -%	280 20%
							abcde ghijk lm							abcde gh ijkl
South West	228 14%	- -%	- -%	- -%	- -%	- -%	- -%	228 100%	- -%	- -%	- -%	- -%	- -%	228 17%
								abcde fghijk lm						abcde fh ijkl
West Midlands	138 9%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	138 100%	- -%	- -%	- -%	- -%	138 10%
									abcde fgi jklm					abcde fg ijkl
Yorkshire and The Humber	105 7%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	105 100%	- -%	- -%	- -%	105 8%
										abcde fghj klm				abcde fgh ijkl
Scotland	82 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	82 100%	- -%	- -%	- -%
											abcde fgh iklm			
Wales	71 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	71 100%	- -%	- -%
												abcde fghij lm		
Northern Ireland	70 4%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	70 100%	- -%
													abcde fgh ijklm	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 4 (continuation)

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C3. Where in the UK do you work?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		a	b	c	d	e	f	g	h	i	j	k	l	m
Significance Level: 95%	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Unweighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Weighted total														
England	1368	88	156	160	88	125	280	228	138	105	-	-	-	1368
	86%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	-%	100%
		jkl	jkl	jkl	jkl	jkl	jkl	jkl	jkl	jkl				jkl
North	318	-	-	-	88	125	-	-	-	105	-	-	-	318
	20%	-%	-%	-%	100%	100%	-%	-%	-%	100%	-%	-%	-%	23%
					abcfghjklmabcfghjklm					abcfghjklm				abcfghjkl
Mids	382	88	156	-	-	-	-	-	138	-	-	-	-	382
	24%	100%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	28%
		cdefgijcddefgijk							cdefgijk					cdefgijkl
		klm	lm						lm					
South	668	-	-	160	-	-	280	228	-	-	-	-	-	668
	42%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	49%
				abdehij			abdehijklmabdehijklm							abdehijkl
				klm										
Urban	823	33	92	150	53	68	129	71	84	51	30	28	33	732
	52%	37%	59%	94%	61%	54%	46%	31%	61%	49%	36%	39%	47%	53%
			afgijklabdefgh		afgijkl	agjk	g		afgijkl	gj			gj	agjk
				ijklm										
Rural	768	55	64	10	34	58	151	157	53	54	52	43	37	636
	48%	63%	41%	6%	39%	46%	54%	69%	39%	51%	64%	61%	53%	47%
		bcdehm	c		c	c	bcdh	bcdefhilm	c	bcdehilm		bcdehm	bcdh	c
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 4 (continuation)

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C3. Where in the UK do you work?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1591	a 126	b 167	c 23	d 132	e 366	f 75	g 662	a 1203	b 249	c 88	d 51	e 388	a 801	b 790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
East of England	88 6%	6 5%	11 8%	2 8%	10 7%	17 5%	4 5%	31 5%	83 5%	2 5%	1 10%	1 6%	4 6%	33 4%	55 7% a
East Midlands	156 10%	8 6%	18 13% d	3 13%	6 4%	41 11% d	14 17% ad	63 9%	150 10%	3 8%	2 14%	1 15%	7 10%	92 11%	64 8%
Greater London	160 10%	- -%	3 2%	- -%	6 4% a	27 7% ab	18 22% abde	102 15% abde	157 10% ce	3 8% c	* 1%	* 2%	4 6%	150 18% b	10 1%
North East	88 6%	13 11% g	7 5%	3 12%	9 6%	23 6%	5 7%	26 4%	82 5%	3 8%	3 18% abde	* 3%	6 9% a	53 6%	34 4%
North West	125 8%	11 9%	11 8%	1 6%	18 12% f	28 7%	3 3%	50 8%	119 8%	3 7%	2 13%	1 14%	6 9%	68 8%	58 8%
South East	280 18%	6 5%	22 16% a	2 11%	31 22% a	74 20% a	13 16% a	123 19% a	272 18% be	5 11%	2 12%	2 20%	8 13%	129 16%	151 20% a
South West	228 14%	31 25% bdefg	20 14%	2 11%	19 13%	43 12%	11 13%	97 15%	224 15% bcde	4 10% c	- -%	* 4%	4 7% c	71 9%	157 20% a
West Midlands	138 9%	12 10%	15 11%	3 15%	13 9%	42 11% fg	3 4%	46 7%	133 9%	3 9%	1 8%	1 6%	5 8%	84 10% b	53 7%
Yorkshire and The Humber	105 7%	9 8%	14 10% f	1 7%	12 9%	23 6%	2 2%	40 6%	101 7%	3 7%	1 5%	1 7%	4 6%	51 6%	54 7%
Scotland	82 5%	13 10% eg	7 5%	1 4%	9 6%	19 5%	4 5%	28 4%	77 5%	3 8% a	1 5%	* 6%	5 7%	30 4%	52 7% a
Wales	71 4%	7 6%	4 3%	2 10%	5 4%	19 5%	3 3%	29 4%	66 4%	4 9% a	1 5%	1 9%	5 8% a	28 3%	43 6% a
Northern Ireland	70 4%	7 5%	7 5%	1 2%	4 3%	18 5%	3 4%	30 5%	64 4%	4 10% a	1 8%	1 9%	6 10% a	33 4%	37 5%
England	1368 86%	95 78%	123 87% a	18 83%	124 88% a	317 85%	73 88%	578 87% a	1321 86% bde	29 72%	12 82%	6 76%	48 75%	732 89% b	636 83%
North	318 20%	33 27% fg	33 23% f	5 25%	38 27% fg	73 20%	10 12%	116 17%	302 20%	9 21%	5 37% abe	2 23%	16 25% a	172 21%	146 19%
Mids	382 24%	26 21%	45 32% dg	8 37%	30 21%	100 27% g	21 26%	140 21%	366 24%	9 22%	5 33% b	2 27%	16 25%	209 25%	172 22%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

C3. Where in the UK do you work?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

South

Urban

Rural

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
668	36	45	5	56	144	42	323	652	12	2	2	16	350	318
42%	30%	32%	22%	40%	39%	51%	49%	43%	29%	13%	26%	25%	43%	41%
						ab	abe	bcde	c			c		
823	9	73	13	66	201	51	388	785	25	8	5	37	823	-
52%	7%	52%	57%	47%	54%	61%	58%	51%	61%	52%	57%	58%	100%	-%
		a		a	a	ad	ad		a			a	b	
768	114	68	9	75	172	32	277	742	16	7	4	26	-	768
48%	93%	48%	43%	53%	46%	39%	42%	49%	39%	48%	43%	42%	-%	100%
	bdefg			fg				be						a

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Table 4 (continuation)
C3. Where in the UK do you work?
Base: All respondents

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	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
East of England	88 6%	38 5%	3 4%	4 6%	1 3%	76 6%	12 4%	29 6%	47 6%	12 4%	54 6%	20 8%	6 4%	5 4%	2 3%	* 1%	* 6%
East Midlands	156 10%	85 11%	4 5%	8 11%	4 24% abc	117 9%	39 13% a	47 9%	70 9%	39 13% b	95 10%	18 7%	15 9%	14 12% f	9 15% bf	1 3%	- -%
Greater London	160 10%	71 9%	5 7%	11 15%	1 4%	123 10%	37 12%	36 7%	87 11% a	37 12% a	91 10% f	20 8%	22 14% bf	19 15% abf	5 8%	* 2%	- -%
North East	88 6%	44 6%	4 6%	3 4%	1 5%	67 5%	21 7%	28 5%	39 5%	21 7%	46 5%	14 5%	7 5%	11 9% a	3 4%	3 11% a	* 6% 6%
North West	125 8%	60 8%	4 5%	2 3%	1 3%	105 8%	20 7%	51 10%	54 7%	20 7%	75 8%	21 8%	13 8%	8 6%	2 3%	5 20% abcde	- -%
South East	280 18%	128 17%	14 19%	19 27% ad	1 8%	219 17%	61 20%	87 17%	132 17%	61 20%	169 18%	36 14%	31 19%	16 13%	15 24% bd	4 18%	3 88%
South West	228 14%	98 13% cd	21 28% acd	3 4%	* 1%	188 15%	40 13%	77 15%	111 14%	40 13%	141 15%	33 13%	20 13%	17 14%	14 22% b	4 15%	- -%
West Midlands	138 9%	72 10%	7 9%	7 10%	5 34% abc	115 9%	23 7%	44 9%	71 9%	23 7%	81 9% cf	34 13% acf	6 4%	11 8% c	4 6%	* 1%	- -%
Yorkshire and The Humber	105 7%	55 7%	1 2%	4 6%	1 5%	96 7% b	9 3%	39 8% c	57 7% c	9 3%	65 7% d	24 9% def	12 8% d	2 2%	1 2%	* 1%	- -%
Scotland	82 5%	43 6%	4 5%	3 4%	1 4%	69 5%	13 4%	24 5%	44 6%	13 4%	48 5%	13 5%	9 6%	7 6%	1 1%	3 13% abce	- -%
Wales	71 4%	33 4%	4 6%	3 4%	* 1%	55 4%	15 5%	23 5%	32 4%	15 5%	36 4%	15 6%	7 4%	8 6%	1 2%	2 9%	- -%
Northern Ireland	70 4%	32 4%	3 5%	4 6%	1 6%	52 4%	18 6%	23 5%	29 4%	18 6%	35 4%	12 5%	10 6%	6 5%	5 9% a	1 5%	- -%
England	1368 86%	651 86%	62 85%	61 86%	14 88%	1106 86%	262 85%	438 86%	668 86%	262 85%	816 87% f	220 85% f	132 84%	104 83%	54 88% f	17 73%	3 100%
North	318 20%	158 21%	10 13%	9 13%	2 13%	268 21% b	50 16%	118 23% c	150 19%	50 16%	186 20% e	59 23% e	33 21% e	21 17%	6 10% ade	7 32%	* 6%
Mids	382 24%	195 26%	13 18%	19 27%	10 62% abc	308 24%	74 24%	120 24%	188 24%	74 24%	230 25% cf	72 28% cf	26 17% f	30 24% f	14 23% f	1 5%	* 6%
South	668 42%	297 39% d	39 53% ad	33 46% d	2 13%	530 41%	138 45%	200 39%	330 43%	138 45%	401 43% b	89 34%	73 46% b	52 42%	34 55% abdf	8 35%	3 88%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

C3. Where in the UK do you work?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Urban	823 52%	376 49%	36 49%	29 41%	9 55%	643 50%	179 58% a	253 50%	391 51%	179 58% ab	476 51%	122 47%	86 55%	65 52%	38 62% b	15 64% b	* 12%
Rural	768 48%	384 51%	37 51%	41 59%	7 45%	639 50% b	130 42%	256 50% c	383 49% c	130 42%	459 49%	137 53% ef	71 45%	60 48%	23 38%	8 36%	3 88%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 4 (continuation)

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C3. Where in the UK do you work?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
East of England	88	36	*	3	1	3	77	11	73	15	63	23	2
	6%	6%	1%	6%	5%	14%	5%	10%	5%	10%	5%	8%	6%
		b			b	b		a		a		a	
East Midlands	156	67	9	5	2	3	143	12	137	17	120	34	1
	10%	11%	16%	9%	6%	12%	10%	11%	10%	11%	9%	12%	6%
Greater London	160	76	3	3	2	3	151	9	151	9	129	26	6
	10%	13%	4%	5%	8%	12%	10%	8%	11%	6%	10%	9%	23%
		b											
North East	88	29	7	1	4	2	87	1	84	4	77	11	-
	6%	5%	13%	3%	14%	7%	6%	1%	6%	2%	6%	4%	-%
			a		a		b						
North West	125	42	4	3	4	3	117	8	115	10	103	21	1
	8%	7%	7%	5%	13%	11%	8%	8%	8%	6%	8%	7%	6%
South East	280	93	11	16	3	3	261	18	249	31	216	64	-
	18%	16%	19%	32%	10%	11%	18%	17%	17%	20%	17%	22%	-%
				ade								a	
South West	228	77	7	8	8	5	212	16	207	21	186	40	2
	14%	13%	13%	15%	28%	20%	14%	15%	14%	14%	15%	14%	10%
				a	a								
West Midlands	138	58	1	7	2	-	123	15	114	24	106	28	5
	9%	10%	1%	13%	6%	-%	8%	14%	8%	16%	8%	10%	19%
		b		be						a			
Yorkshire and The Humber	105	27	3	1	1	*	97	8	98	7	91	11	3
	7%	5%	5%	2%	4%	1%	7%	8%	7%	5%	7%	4%	11%
											b		
Scotland	82	31	5	1	1	1	79	2	78	3	73	7	2
	5%	5%	9%	1%	3%	6%	5%	2%	5%	2%	6%	2%	7%
											b		
Wales	71	28	4	2	1	1	66	5	65	6	58	11	1
	4%	5%	6%	3%	3%	4%	4%	4%	4%	4%	5%	4%	5%
Northern Ireland	70	28	4	2	1	1	66	4	66	5	58	11	2
	4%	5%	7%	4%	2%	3%	4%	4%	5%	3%	5%	4%	8%
England	1368	504	45	47	28	22	1268	98	1229	138	1090	256	20
	86%	85%	78%	92%	92%	88%	86%	90%	85%	91%	85%	90%	80%
				b							a		
North	318	98	14	5	9	5	301	17	298	21	271	43	4
	20%	17%	24%	11%	31%	20%	20%	16%	21%	14%	21%	15%	17%
				ac					b		b		
Mids	382	161	10	15	5	6	343	38	324	56	288	85	8
	24%	27%	18%	29%	16%	26%	23%	34%	23%	37%	23%	30%	31%
					a			a		a		a	
South	668	246	21	27	14	11	625	43	607	62	531	129	8
	42%	42%	36%	52%	45%	42%	42%	40%	42%	40%	41%	45%	33%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

C3. Where in the UK do you work?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Urban

Rural

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
823	309	41	28	20	12	769	53	750	71	656	154	12
52%	52%	71%	55%	65%	48%	52%	48%	52%	47%	51%	54%	46%
	ae											
768	281	17	23	11	13	712	57	687	81	624	131	13
48%	48%	29%	45%	35%	52%	48%	52%	48%	53%	49%	46%	54%
	b				b							

Ofcom; Business Postal Tracker
Table 4 (continuation)
C3. Where in the UK do you work?
Base: All respondents

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TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
88	49	11	26	81	48	83	36	21	22	67	25	2	18	32	83	8
6%	6%	4%	6%	5%	5%	5%	6%	5%	8%	6%	6%	15%	5%	7%	5%	7%
156	80	33	40	148	105	150	65	44	31	105	40	*	45	50	151	8
10%	9%	13%	9%	10%	11%	10%	10%	10%	11%	10%	10%	3%	14%	11%	10%	7%
160	89	19	50	155	100	157	69	36	22	88	44	-	40	83	153	13
10%	10%	7%	11%	10%	11%	10%	11%	8%	8%	8%	11%	-%	12%	17%	10%	11%
					g									b		
88	51	12	25	82	47	83	45	28	22	57	33	1	9	27	86	9
6%	6%	5%	5%	5%	5%	5%	7%	6%	8%	5%	8%	13%	3%	6%	6%	7%
125	64	23	37	109	59	112	45	24	25	91	28	*	26	37	107	14
8%	7%	9%	8%	7%	6%	7%	7%	5%	9%	8%	7%	4%	8%	8%	7%	12%
									e							b
280	140	50	84	263	165	266	118	78	39	171	79	3	44	66	268	9
18%	16%	19%	18%	18%	18%	18%	19%	17%	14%	16%	19%	24%	14%	14%	18%	8%
									c					c		
228	119	44	62	218	133	226	93	67	38	163	48	-	57	70	226	19
14%	14%	17%	14%	15%	14%	15%	15%	15%	13%	15%	12%	-%	17%	15%	15%	16%
									a							
138	77	20	41	129	69	129	51	56	34	106	42	-	25	33	126	5
9%	9%	8%	9%	9%	8%	8%	8%	12%	12%	10%	10%	-%	8%	7%	8%	4%
								abcd	bd					c		
105	68	15	23	99	59	101	24	38	7	81	14	-	18	24	100	1
7%	8%	6%	5%	7%	6%	7%	4%	8%	3%	8%	3%	-%	6%	5%	7%	*%
	c			df	df	df		df		df				c	c	
82	45	10	26	76	46	77	31	19	14	53	21	2	16	18	78	5
5%	5%	4%	6%	5%	5%	5%	5%	4%	5%	5%	5%	17%	5%	4%	5%	5%
71	37	11	24	66	41	67	27	24	14	48	21	2	13	17	66	4
4%	4%	4%	5%	4%	4%	4%	4%	5%	5%	4%	5%	14%	4%	4%	4%	3%
70	40	11	18	64	47	66	32	24	18	49	20	1	14	20	67	22
4%	5%	4%	4%	4%	5%	4%	5%	5%	6%	5%	5%	9%	4%	4%	4%	19%
																ab
1368	737	228	387	1285	785	1307	544	393	240	929	354	6	282	422	1299	85
86%	86%	88%	85%	86%	85%	86%	86%	85%	84%	86%	85%	59%	87%	89%	86%	73%
														c	c	
318	182	50	85	290	165	296	114	90	55	229	76	2	53	89	293	23
20%	21%	19%	19%	19%	18%	19%	18%	20%	19%	21%	18%	17%	16%	19%	19%	20%
382	207	64	106	359	222	362	151	121	86	278	108	2	87	115	360	21
24%	24%	25%	23%	24%	24%	24%	24%	26%	30%	26%	26%	18%	27%	24%	24%	18%
									abcd							
668	349	113	196	636	398	649	279	182	99	422	171	3	141	219	647	41
42%	41%	44%	43%	43%	43%	43%	44%	40%	35%	39%	41%	24%	43%	46%	43%	35%

C3. Where in the UK do you work?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Urban

Rural

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
823	435	130	244	760	473	779	348	246	172	538	247	3	156	276	778	52
52%	51%	50%	54%	51%	52%	51%	55%	53%	60%	50%	60%	24%	48%	58%	51%	45%
							g		abcg		c			bc		
768	424	130	211	731	445	739	286	214	114	540	168	8	169	200	733	63
48%	49%	50%	46%	49%	48%	49%	45%	47%	40%	50%	40%	76%	52%	42%	49%	55%
				f	f	f				df			a		a	a

Ofcom; Business Postal Tracker
Table 4 (continuation)
C3. Where in the UK do you work?
Base: All respondents

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TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	a	b	c	a	b	c
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	815	1561	214	200	1187	200
East of England	88	57	56	2	2	81	87	72	87	65	88	42	87	8	10	71	6
	6%	5%	6%	1%	4%	6%	6%	5%	6%	5%	6%	5%	6%	4%	5%	6%	3%
East Midlands	156	108	113	14	5	132	155	137	156	111	152	76	153	9	20	115	21
	10%	9%	11%	10%	10%	10%	10%	10%	10%	9%	10%	9%	10%	5%	10%	10%	11%
Greater London	160	128	89	1	7	144	152	134	152	110	155	84	148	29	21	116	20
	10%	11%	9%	%	17%	10%	10%	10%	10%	9%	10%	10%	9%	16%	11%	10%	10%
North East	88	71	60	11	1	75	88	74	88	69	85	40	88	6	14	62	11
	6%	6%	6%	8%	3%	5%	6%	6%	6%	6%	5%	5%	6%	3%	7%	5%	5%
North West	125	87	64	7	6	114	124	105	124	92	122	69	122	17	10	98	16
	8%	7%	6%	5%	13%	8%	8%	8%	8%	8%	8%	8%	8%	9%	5%	8%	8%
South East	280	215	174	37	3	240	274	240	274	231	279	142	279	27	32	210	37
	18%	18%	17%	27%	6%	17%	18%	18%	17%	19%	18%	17%	18%	15%	16%	18%	19%
South West	228	195	157	21	7	197	223	192	226	182	223	132	228	36	31	162	36
	14%	16%	16%	15%	17%	14%	14%	14%	14%	15%	14%	16%	15%	19%	16%	14%	18%
West Midlands	138	97	74	19	6	108	136	110	136	104	134	69	136	10	18	105	15
	9%	8%	7%	14%	15%	8%	9%	8%	9%	9%	9%	8%	9%	5%	9%	9%	7%
Yorkshire and The Humber	105	85	59	8	4	92	105	85	105	79	104	51	105	11	14	82	9
	7%	7%	6%	6%	9%	7%	7%	6%	7%	6%	7%	6%	7%	6%	7%	7%	5%
Scotland	82	57	54	6	-	73	80	71	81	64	79	42	80	7	12	58	11
	5%	5%	5%	4%	-%	5%	5%	5%	5%	5%	5%	5%	5%	4%	6%	5%	6%
Wales	71	53	44	6	1	61	68	57	69	55	69	38	68	4	9	52	10
	4%	4%	4%	4%	3%	4%	4%	4%	4%	5%	4%	5%	4%	2%	5%	4%	5%
Northern Ireland	70	49	51	6	1	61	69	62	70	57	70	34	69	23	6	56	8
	4%	4%	5%	5%	3%	4%	4%	5%	4%	5%	5%	4%	4%	12%	3%	5%	4%
England	1368	1043	846	119	41	1182	1345	1149	1349	1041	1342	705	1347	153	170	1021	173
	86%	87%	85%	87%	94%	86%	86%	86%	86%	86%	86%	86%	86%	82%	86%	86%	85%
North	318	244	182	26	11	281	317	264	317	240	312	160	315	34	38	242	37
	20%	20%	18%	19%	25%	20%	20%	20%	20%	20%	20%	20%	20%	18%	19%	20%	18%
Mids	382	262	244	34	13	321	379	320	380	279	373	187	377	27	48	291	43
	24%	22%	25%	25%	29%	23%	24%	24%	24%	23%	24%	23%	24%	14%	24%	25%	21%
South	668	538	419	59	17	581	650	565	652	522	657	359	655	92	84	488	93
	42%	45%	42%	43%	40%	42%	42%	42%	42%	43%	42%	44%	42%	49%	43%	41%	46%
Urban	823	616	484	71	23	710	804	677	804	634	803	427	800	78	110	601	107
	52%	51%	49%	52%	53%	52%	51%	51%	51%	52%	51%	52%	51%	42%	56%	51%	53%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

C3. Where in the UK do you work?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Rural

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
768	587	510	66	20	667	758	662	764	583	757	-	391	763	109	86	586	96
48%	49%	51%	48%	47%	48%	49%	49%	49%	48%	49%	-%	48%	49%	58% ab	44%	49%	47%

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Table 4 (continuation)
C3. Where in the UK do you work?
Base: All respondents

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	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
East of England	88 6%	10 7%	5 5%	73 5%	60 6%	27 5%	80 6%	8 5%	69 6%	3 4%	17 6%	69 5%	4 7%	18 8%
East Midlands	156 10%	10 7%	17 20%	130 10%	100 10%	56 10%	144 10%	12 8%	119 10%	7 9%	30 10%	123 10%	8 15%	24 11%
Greater London	160 10%	10 7%	- -	147 11%	105 10%	56 10%	158 11%	3 2%	104 9%	10 13%	47 16%	108 8%	2 5%	29 13%
North East	88 6%	7 5%	7 8%	72 5%	38 4%	50 8%	76 5%	12 8%	74 6%	4 5%	15 5%	73 6%	1 2%	10 4%
North West	125 8%	12 8%	9 11%	104 8%	84 8%	42 7%	114 8%	12 8%	105 9%	4 5%	21 7%	103 8%	6 11%	14 6%
South East	280 18%	35 24%	15 18%	226 17%	169 17%	110 19%	261 18%	18 13%	205 17%	14 18%	55 19%	225 18%	13 23%	43 19%
South West	228 14%	22 15%	8 9%	198 15%	143 14%	86 15%	203 14%	26 18%	176 15%	14 17%	28 10%	198 16%	8 14%	30 13%
West Midlands	138 9%	17 12%	7 8%	112 8%	93 9%	45 8%	120 8%	18 12%	100 8%	5 7%	22 7%	111 9%	8 15%	21 9%
Yorkshire and The Humber	105 7%	8 6%	5 6%	91 7%	72 7%	34 6%	91 6%	14 9%	78 6%	7 9%	20 7%	83 6%	1 2%	11 5%
Scotland	82 5%	4 3%	6 7%	71 5%	48 5%	34 6%	74 5%	8 5%	66 5%	5 6%	13 5%	66 5%	1 3%	6 3%
Wales	71 4%	6 4%	4 5%	59 4%	44 4%	27 5%	63 4%	8 6%	55 5%	4 5%	14 5%	56 4%	2 3%	9 4%
Northern Ireland	70 4%	3 2%	3 4%	63 5%	50 5%	21 4%	63 4%	7 5%	61 5%	1 1%	9 3%	60 5%	1 1%	11 5%
England	1368 86%	132 90%	73 84%	1154 86%	863 86%	505 86%	1247 86%	121 84%	1031 85%	69 88%	254 88%	1093 86%	50 93%	199 88%
North	318 20%	28 19%	21 25%	267 20%	193 19%	125 21%	281 19%	37 26%	257 21%	15 19%	56 19%	258 20%	8 15%	35 16%
Mids	382 24%	37 25%	28 33%	315 23%	253 25%	128 22%	344 24%	37 26%	288 24%	16 20%	69 24%	304 24%	20 36%	63 28%
South	668 42%	68 46%	23 27%	571 42%	416 41%	252 43%	622 43%	46 32%	486 40%	38 49%	129 45%	531 42%	22 42%	101 45%
Urban	823 52%	76 52%	47 55%	692 51%	521 52%	302 51%	757 52%	66 46%	608 50%	38 49%	156 54%	653 51%	31 59%	113 50%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

C3. Where in the UK do you work?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Rural

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
768	70	39	654	484	285	690	79	606	40	134	621	22	112
48%	48%	45%	49%	48%	49%	48%	54%	50%	51%	46%	49%	41%	50%

Ofcom; Business Postal Tracker

Table 4 (continuation)

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C3. Where in the UK do you work?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

East of England

East Midlands

Greater London

North East

North West

South East

South West

West Midlands

Yorkshire and The Humber

Scotland

Wales

Northern Ireland

England

North

Mids

South

Urban

Rural

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
88	19	2	26	20	17	24
6%	8%	23%	7%	5%	4%	6%
156	27	-	33	36	46	42
10%	11%	-%	9%	9%	11%	10%
160	27	-	35	46	37	42
10%	11%	-%	9%	12%	9%	10%
88	11	-	20	17	23	28
6%	4%	-%	5%	4%	6%	7%
125	16	3	32	33	35	26
8%	6%	36%	8%	8%	9%	6%
280	45	2	63	65	87	65
18%	18%	34%	16%	16%	22%	16%
228	37	-	65	57	44	63
14%	15%	-%	17%	14%	11%	16%
138	26	-	34	40	33	31
9%	11%	-%	9%	10%	8%	8%
105	11	-	26	30	22	27
7%	5%	-%	7%	7%	6%	7%
82	6	*	26	18	18	20
5%	3%	6%	7%	4%	4%	5%
71	10	-	14	20	19	18
4%	4%	-%	4%	5%	5%	5%
70	11	-	14	19	19	18
4%	4%	-%	4%	5%	5%	5%
1368	219	7	333	345	344	347
86%	89%	94%	86%	86%	86%	86%
318	38	3	77	80	80	81
20%	15%	36%	20%	20%	20%	20%
382	72	2	93	96	96	97
24%	29%	23%	24%	24%	24%	24%
668	109	2	163	168	168	169
42%	44%	34%	42%	42%	42%	42%
823	122	4	170	236	236	182
52%	49%	59%	44%	59%	59%	45%
768	124	3	217	165	164	221
48%	51%	41%	56%	41%	41%	55%
			bc		ad	bc

C4. Is your location the headquarters or a local branch / office?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Head office	1481	84	146	152	78	120	256	206	135	102	75	65	63	1279
	93%	96%	93%	95%	89%	96%	92%	90%	98%	97%	92%	91%	90%	93%
								dfgijkl		dl				
Branch / local office	110	4	11	8	9	5	23	22	3	3	7	6	7	89
	7%	4%	7%	5%	11%	4%	8%	10%	2%	3%	8%	9%	10%	7%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m					hi		h	h			h	h	hi	

Ofcom; Business Postal Tracker

Table 5 (continuation)

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C4. Is your location the headquarters or a local branch / office?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1481	117	136	22	138	352	76	599	1429	35	13	5	53	771	711
93%	95%	97%	100%	98%	94%	91%	90%	94%	86%	86%	59%	83%	94%	93%
		g		fg	g			bcde	d	d		d		
								99	6	2	3	11	52	58
110	6	5	-	3	22	7	66	99	6	2	3	11	52	58
7%	5%	3%	-%	2%	6%	9%	10%	6%	14%	14%	41%	17%	6%	7%
						d	bde		a	a	abce	a		

C4. Is your location the headquarters or a local branch / office?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Head office	1481	736	61	68	13	1201	280	476	725	280	879	243	144	112	57	17	3
	93%	97%	83%	96%	85%	94%	91%	94%	94%	91%	94%	94%	92%	90%	93%	74%	100%
		bd		bd		b					f	f	f	f	f		
Branch / local office	110	24	13	3	2	81	28	33	48	28	56	17	13	12	4	6	-
	7%	3%	17%	4%	15%	6%	9%	6%	6%	9%	6%	6%	8%	10%	7%	26%	-%
		ac		ac			a									abcde	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

C4. Is your location the headquarters or a local branch / office?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
1481	558	55	49	27	23	1377	103	1337	143	1187	269	25
93%	94%	96%	96%	88%	90%	93%	94%	93%	94%	93%	94%	98%
110	33	3	2	4	3	103	6	100	10	93	16	1
7%	6%	4%	4%	12%	10%	7%	6%	7%	6%	7%	6%	2%

C4. Is your location the headquarters or a local branch / office?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
1481	812	231	422	1383	845	1410	596	417	280	1016	397	10	301	446	1404	112
93%	95%	89%	93%	93%	92%	93%	94%	91%	98%	94%	96%	91%	92%	94%	93%	97%
	b					e			abcdeg	be						
110	47	29	33	107	73	108	39	43	6	63	18	1	25	30	107	4
7%	5%	11%	7%	7%	8%	7%	6%	9%	2%	6%	4%	9%	8%	6%	7%	3%
		a		f	fg	f	f	dfg		f						

C4. Is your location the headquarters or a local branch / office?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
1481	1115	915	131	39	1279	1456	1245	1462	1135	1455	-	771	1458	179	185	1099	192
93%	93%	92%	95%	90%	93%	93%	93%	93%	93%	93%	-%	94%	93%	96%	94%	93%	95%
110	89	79	6	4	98	106	94	106	81	106	-	48	105	8	11	88	10
7%	7%	8%	5%	10%	7%	7%	7%	7%	7%	7%	-%	6%	7%	4%	6%	7%	5%

C4. Is your location the headquarters or a local branch / office?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
1481	141	80	1253	921	560	1343	138	1123	74	270	1185	51	212
93%	96%	93%	93%	92%	95%	93%	96%	93%	95%	93%	93%	96%	94%
					a								
110	5	6	93	83	26	103	6	90	4	19	90	2	13
7%	4%	7%	7%	8%	5%	7%	4%	7%	5%	7%	7%	4%	6%
				b									

C4. Is your location the headquarters or a local branch / office?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Head office

Branch / local office

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1481	233	7	378	367	361	376
93%	95%	100%	98%	91%	90%	93%
			bcd			
110	12	-	9	34	39	27
7%	5%	-%	2%	9%	10%	7%
			a	a	a	a

C5. Do you have an internet connection in the location where your organisation is based?

Base: All respondents

Significance Level: 95% Unweighted total Weighted total Yes No Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		a	b	c	d	e	f	g	h	i	j	k	l	m
	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
	1447	80	144	158	76	114	261	203	120	91	74	63	63	1247
	91%	91%	92%	98%	86%	91%	93%	89%	87%	87%	91%	88%	90%	91%
				adeghijklm										
	144	8	12	3	12	12	18	26	18	14	8	8	7	121
	9%	9%	8%	2%	14%	9%	7%	11%	13%	13%	9%	12%	10%	9%
	c			c	c		c	c	c	c	c	c	c	c

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

C5. Do you have an internet connection in the location where your organisation is based?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1447	108	130	22	137	322	81	608	1384	40	15	8	63	757	690
91%	88%	92%	100%	97%	86%	98%	91%	91%	98%	100%	98%	99%	92%	90%
				aeg		ae	e		a	a		a		
144	14	11	-	5	51	2	57	144	1	-	*	1	66	79
9%	12%	8%	-%	3%	14%	2%	9%	9%	2%	-%	2%	1%	8%	10%
	df				dfg		d	bce						

C5. Do you have an internet connection in the location where your organisation is based?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Yes	1447	689	73	70	16	1144	303	426	717	303	814	243	154	122	61	23	3
	91%	91%	99%	100%	100%	89%	98%	84%	93%	98%	87%	93%	98%	98%	100%	99%	100%
			a	a	a		a		a	ab		a	ab	ab	ab	a	
No	144	71	1	-	-	139	6	82	56	6	121	17	3	2	-	*	-
	9%	9%	1%	-%	-%	11%	2%	16%	7%	2%	13%	7%	2%	2%	-%	1%	-%
		bcd				b		bc	c		bcdef	cde					

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

C5. Do you have an internet connection in the location where your organisation is based?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
1447	557	55	48	29	25	1337	107	1295	150	1147	273	25
91%	94%	95%	94%	95%	98%	90%	99% a	90%	99% a	90%	96% a	100%
144	33	3	3	2	*	143	2	142	2	133	12	-
9%	6%	5%	6%	5%	2%	10% b	1%	10% b	1%	10% b	4%	-%

C5. Do you have an internet connection in the location where your organisation is based?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
1447	753	246	433	1353	866	1380	598	425	259	975	385	10	314	452	1374	112
91%	88%	94%	95%	91%	94%	91%	94%	92%	90%	90%	93%	91%	97%	95%	91%	97%
	a	a	a		acfg		acfg						a	b		b
144	106	15	22	138	53	138	37	35	27	104	30	1	11	25	137	3
9%	12%	6%	5%	9%	6%	9%	6%	8%	10%	10%	7%	9%	3%	5%	9%	3%
	bc			bd		bd			bd	bd	c				ac	

C5. Do you have an internet connection in the location where your organisation is based?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total
Yes

No

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
1447	1090	928	128	38	1246	1425	1236	1427	1129	1422	-	767	1421	180	190	1060	192
91%	91%	93% a	94%	87%	90%	91%	92%	91%	93%	91%	-%	94% b	91%	96% b	97% b	89%	95% b
144	113	66	9	6	131	137	103	141	87	139	-	52	143	7	6	127	10
9%	9% b	7%	6%	13%	10%	9%	8%	9%	7%	9%	-%	6%	9% ac	4%	3%	11% ac	5%

C5. Do you have an internet connection in the location where your organisation is based?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
1447	136	84	1214	948	499	1447	-	1087	78	280	1140	54	217
91%	93%	98%	90%	94%	85%	100%	-%	90%	99%	97%	89%	100%	97%
		c		b		b			a	b			
144	10	2	132	57	88	-	144	126	1	10	135	-	8
9%	7%	2%	10%	6%	15%	-%	100%	10%	1%	3%	11%	-%	3%
			b	a		a		b		a			

C5. Do you have an internet connection in the location where your organisation is based?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1447	240	7	350	358	374	364
91%	98%	100%	90%	89%	93%	90%
				b		
144	6	-	37	43	26	39
9%	2%	-%	10%	11%	7%	10%
				c		

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Table 7

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C6. Please could you tell me which type of department you work in?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Senior Management (Managing Director, Director, Business Owner)	1081 68%	57 65%	102 65%	86 54%	60 68%	91 72% c	191 68% c	160 70% c	102 74% c	76 73% c	56 69% c	55 78% abcfjlm	45 63%	924 68% c
Office Admin / Office Management	372 23%	21 24%	36 23%	50 31% ehik	23 26%	21 17%	74 27% ek	52 23%	25 18%	18 17%	21 25% k	12 17%	18 25%	321 23%
Finance / Accounts	35 2%	3 3%	4 2%	- -%	3 4% f	5 4% f	1 % f	11 5% f	2 1%	1 1%	2 2%	1 2%	3 4% f	29 2%
Customer Service	10 1%	2 2% k	2 1%	3 2%	- -%	2 2%	- -%	- -%	- -%	- -%	1 1%	- -%	1 1%	9 1%
Marketing	9 1%	- -%	- -%	5 3% bjkm	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	1 1%	8 1%
Company Secretary	8 1%	- -%	- -%	3 2%	* -%	1 1%	- -%	3 1%	- -%	- -%	* 1%	- -%	- -%	8 1%
General manager / site manager	8 1%	2 2% j	* -%	- -%	- -%	1 1%	3 1%	- -%	2 1%	- -%	- -%	* -%	* -%	8 1%
Sales	7 *%	- -%	2 1%	- -%	* -%	- -%	- -%	- -%	3 2% jkm	1 1%	- -%	- -%	1 1%	6 *%
Operations	6 *%	- -%	* -%	- -%	* -%	- -%	3 1%	- -%	2 1%	1 1%	- -%	- -%	- -%	6 *%
Procurement	4 *%	2 2% jm	2 1%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	- -%	* -%	- -%	3 *%
Customer Relationship Management	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1% m	- -%	- -%	- -%	* 1%	2 *%
Facilities	2 *%	- -%	1 1%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	- -%	- -%	* 1%	1 *%
Mailroom	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

C6. Please could you tell me which type of department you work in?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other answers

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
48	2	7	13	1	4	5	2	1	7	2	1	2	43
3%	2%	5%	8%	1%	3%	2%	1%	1%	7%	2%	2%	3%	3%
			dfghjkm						ghjk				

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Table 7 (continuation)

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C6. Please could you tell me which type of department you work in?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Senior Management (Managing Director, Director, Business Owner)	1081 68%	102 84% bdfg	89 63% ae	17 79% ae	97 69% ae	287 77% bfg	48 58% ae	417 63% ae	1062 70% bcde	14 35% cd	3 22% a	1 12% a	18 29% d	520 63% b	561 73% a
Office Admin / Office Management	372 23%	12 10%	38 27% ae	5 21% ae	32 22% ae	54 15% ae	27 32% ae	194 29% ae	340 22% a	19 47% a	8 54% a	5 58% a	32 50% a	223 27% b	149 19% b
Finance / Accounts	35 2%	2 2%	5 3% ae	- -% ae	4 3% ae	5 1% ae	3 4% ae	17 2% ae	28 2% a	4 11% a	2 15% a	1 7% a	7 11% a	19 2% b	16 2% b
Customer Service	10 1%	2 1%	* % ae	- -% ae	1 1% ae	1 % ae	3 4% beg	3 % ae	8 1% a	1 2% a	- -% ac	* 5% ac	1 2% a	4 1% b	6 1% b
Marketing	9 1%	- -% ae	- -% ae	- -% ae	- -% ae	3 1% ae	- -% ae	6 1% ae	9 1% a	* % ae	- -% ae	- -% ae	* % ae	9 1% b	* % b
Company Secretary	8 1%	- -% ae	- -% ae	- -% ae	3 2% bg	3 1% bg	- -% ae	2 % ae	8 1% a	* % ae	- -% ae	- -% ae	* % ae	3 % b	5 1% b
General manager / site manager	8 1%	- -% ae	- -% ae	- -% ae	- -% ae	2 1% ae	- -% ae	4 1% ae	7 % ae	* % ae	* 1% ae	1 10% abce	1 2% a	4 % b	5 1% b
Sales	7 % g	1 1% g	2 1% g	- -% g	- -% g	3 1% g	- -% g	* % g	6 % a	* % a	* 2% a	- -% a	* 1% a	5 1% b	2 % b
Operations	6 % g	- -% g	1 1% g	- -% g	- -% g	2 % g	- -% g	1 % g	5 % a	1 1% a	* 2% a	* 2% a	1 1% a	2 % b	4 1% b
Procurement	4 % g	- -% g	- -% g	- -% g	2 1% g	2 1% g	- -% g	- -% g	3 % a	* % a	* 1% a	- -% a	* % a	2 % b	2 % b
Customer Relationship Management	2 % g	- -% g	- -% g	- -% g	- -% g	2 1% g	- -% g	- -% g	2 % a	- -% a	- -% a	- -% a	- -% a	2 % b	- -% b
Facilities	2 % g	- -% g	- -% g	- -% g	- -% g	1 % g	- -% g	* % g	2 % a	- -% a	- -% a	* 2% ab	* % a	2 % b	* % b
Mailroom	- -% g	- -% g	- -% g	- -% g	- -% g	- -% g	- -% g	- -% g	- -% a	- -% a	- -% a	- -% a	- -% a	- -% b	- -% b
Refused	- -% g	- -% g	- -% g	- -% g	- -% g	- -% g	- -% g	- -% g	- -% a	- -% a	- -% a	- -% a	- -% a	- -% b	- -% b

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 7 (continuation)

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C6. Please could you tell me which type of department you work in?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Don't know

-

-%

Other answers

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
48	3	6	-	2	8	2	21	46	1	1	*	2	28	20
3%	3%	4%	-%	1%	2%	3%	3%	3%	2%	5%	4%	3%	3%	3%

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Table 7 (continuation)

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C6. Please could you tell me which type of department you work in?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95% Unweighted total Weighted total	1591 1591	a 648 760	b 74 74	c 97 70	d 46 16	a 1182 1282	b 409 309	a 446 509	b 736 774	c 409 309	a 796 935	b 275 260	c 183 158	d 173 124	e 76 61	f 61 23	g 3 3
Senior Management (Managing Director, Director, Business Owner)	1081 68%	652 86% bcd	51 69% d	42 60%	7 46%	906 71% b	175 57%	397 78% bc	509 66% c	175 57%	699 75% bcdef	170 65% def	96 61% def	56 45%	27 45%	10 45%	* 12%
Office Admin / Office Management	372 23%	64 8%	15 21% a	22 32% a	3 18% a	276 22%	96 31% a	89 18%	187 24% a	96 31% ab	179 19%	58 22%	44 28% a	49 39% abc	27 44% abc	10 45% abc	3 88%
Finance / Accounts	35 2%	4 1%	7 10% a	2 3% a	2 12% ac	20 2%	15 5% a	2 % a	18 2% a	15 5% ab	9 1%	7 3% a	4 3% a	7 6% a	6 11% abc	1 6% a	- -%
Customer Service	10 1%	- -%	* *%	- -%	- -%	9 1%	1 *%	* *%	8 1% a	1 *%	4 *%	2 1%	3 2% a	1 *%	- -%	* 1%	- -%
Marketing	9 1%	1 *%	- -%	- -%	- -%	6 *%	3 1%	- -%	6 1% a	3 1% a	3 *%	3 1%	2 2% a	* *%	- -%	- -%	- -%
Company Secretary	8 1%	8 1%	- -%	- -%	- -%	8 1%	- -%	4 1%	4 *%	- -%	4 *%	1 *%	- -%	3 2% abc	- -%	- -%	- -%
General manager / site manager	8 1%	4 1%	- -%	- -%	- -%	7 1%	1 *%	* *%	7 1% a	1 *% a	6 1%	2 1%	* *%	* *%	- -%	- -%	- -%
Sales	7 *%	- -%	- -%	1 2% a	3 21% abc	5 *%	2 1%	2 *%	3 *%	2 1%	3 *%	1 *%	2 1% a	* *%	* *%	- -%	- -%
Operations	6 *%	2 *%	- -%	* *%	- -%	5 *%	1 *%	* *%	4 1%	1 *%	1 *%	3 1% a	2 1% a	* *%	- -%	- -%	- -%
Procurement	4 *%	- -%	- -%	- -%	* 1% a	- -%	4 1% a	- -%	- -%	4 1% ab	- -%	2 1% a	- -%	2 1% a	- -%	* 1% a	- -%
Customer Relationship Management	2 *%	2 *%	- -%	- -%	- -%	* *%	2 1% a	* *%	- -%	2 1% b	* *%	- -%	- -%	2 1% a	- -%	- -%	- -%
Facilities	2 *%	* *%	- -%	- -%	- -%	* *%	1 *% a	* *%	- -%	1 *%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%
Mailroom	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

C6. Please could you tell me which type of department you work in?

Base: All respondents

TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%	a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	774	309	935	260	158	124	61	23	3
Other answers	48	22	*	3	*	39	8	27	8	26	12	4	5	1	*	-
	3%	3%	*%	4%	1%	3%	3%	3%	3%	3%	5%	3%	4%	1%	1%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 7 (continuation)

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C6. Please could you tell me which type of department you work in?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Senior Management (Managing Director, Director, Business Owner)	1081 68%	420 71% b	28 48%	32 63%	20 64%	16 65%	1013 68%	66 60%	990 69% b	89 58%	871 68%	190 67%	18 70%
Office Admin / Office Management	372 23%	119 20%	19 34% a	14 27%	9 29%	5 21%	344 23%	28 26%	333 23%	39 26%	308 24%	58 20%	6 25%
Finance / Accounts	35 2%	8 1%	4 7% a	1 1%	1 2%	3 13% ac	32 2%	3 3%	31 2%	4 3%	27 2%	8 3%	- -%
Customer Service	10 1%	9 1%	* *% a	- -%	- -%	- -%	10 1%	- -%	8 1%	2 1%	6 *%	4 1%	- -%
Marketing	9 1%	6 1%	* *% a	* 1%	- -%	- -%	9 1%	- -%	9 1%	- -%	6 *%	3 1%	- -%
Company Secretary	8 1%	- -%	- -% a	- -%	- -%	- -%	5 *%	3 3% a	5 *%	3 2% a	5 *%	3 1%	- -%
General manager / site manager	8 1%	4 1%	- -%	* *% a	* 1%	- -%	8 1%	- -%	6 *%	3 2% a	4 *%	4 1% a	- -%
Sales	7 *%	3 *% a	* 1% a	* *% a	- -%	- -%	4 *% a	3 3% a	4 *% a	3 2% a	4 *% a	3 1% a	- -%
Operations	6 *%	2 *% a	* *% a	- -%	1 4% a	- -%	5 *% a	1 1% a	5 *% a	1 1% a	4 *% a	2 1% a	- -%
Procurement	4 *%	- -%	2 3% a	* *% a	- -%	- -%	3 *% a	* *% a	3 *% a	* *% a	3 *% a	* *% a	- -%
Customer Relationship Management	2 *%	- -%	- -% a	- -%	- -%	- -%	2 *% a	- -% a	2 *% a	- -% a	2 *% a	- -% a	- -%
Facilities	2 *%	- -%	1 2% a	- -%	* 1%	- -%	1 *% a	1 1% a	1 *% a	1 1% a	* *% a	* *% a	1 5%
Mailroom	- -%	- -%	- -% a	- -%	- -%	- -%	- -%	- -% a	- -%	- -% a	- -%	- -% a	- -%
Refused	- -%	- -%	- -% a	- -%	- -%	- -%	- -%	- -% a	- -%	- -% a	- -%	- -% a	- -%
Don't know	- -%	- -%	- -% a	- -%	- -%	- -%	- -%	- -% a	- -%	- -% a	- -%	- -% a	- -%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

C6. Please could you tell me which type of department you work in?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other answers

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
48	21	2	4	-	*	45	3	41	7	38	10	-
3%	3%	4%	7%	-%	1%	3%	3%	3%	5%	3%	4%	-%

C6. Please could you tell me which type of department you work in?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Senior Management (Managing Director, Director, Business Owner)	1081 68%	599 70%	167 64%	307 67%	998 67% e	580 63%	1021 67% be	427 67% e	280 61%	195 68% e	721 67% e	289 70%	8 78%	217 67%	297 62%	1014 67%	71 62%
Office Admin / Office Management	372 23%	195 23%	71 27%	101 22%	363 24%	251 27% df	366 24%	137 22%	137 30% acdfg	56 20%	265 25%	81 20%	2 19%	79 24%	123 26%	363 24%	32 28%
Finance / Accounts	35 2%	13 2%	10 4% a	12 3%	34 2%	23 3%	34 2%	15 2%	12 3%	12 4%	25 2%	13 3%	* 2%	4 1%	11 2%	35 2%	3 3%
Customer Service	10 1%	8 1%	2 1%	* *	9 1%	9 1%	9 1%	9 1%	3 1%	3 1%	7 1%	2 1%	- -%	7 2%	7 1%	9 1%	2 2%
Marketing	9 1%	3 *%	* *%	3 1%	6 *%	6 1%	6 *%	6 1% e	* *%	3 1% e	3 *% *	6 1% c	- -%	* *%	3 1%	9 1%	* *%
Company Secretary	8 1%	8 1% c	* *%	- -%	8 1%	3 *%	8 1%	- -%	* *%	- -%	2 *%	- -%	- -%	- -%	- -%	8 1%	- -%
General manager / site manager	8 1%	6 1%	- -%	2 *%	8 1%	6 1%	8 1%	4 1%	1 *%	* *%	5 *%	1 1%	- -%	4 1%	4 1%	8 1%	* *%
Sales	7 *%	6 1%	* *%	1 *%	7 *%	4 *%	7 *%	3 1%	4 1%	1 *%	7 1%	3 1%	- -%	- -%	2 *%	7 *%	1 1%
Operations	6 *%	3 *%	* *%	3 1%	6 *%	6 1%	6 *%	3 1%	3 1%	3 1%	6 1%	3 1%	- -%	* *%	3 1%	6 *%	* *%
Procurement	4 *%	2 *%	- -%	2 *%	4 *%	2 *%	4 *%	2 *%	* *%	2 1%	2 *%	2 *%	- -%	- -%	* *%	4 *%	* *%
Customer Relationship Management	2 *%	* *%	- -%	2 *%	2 *%	2 *%	2 *%	- -%	2 *%	- -%	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%
Facilities	2 *%	* *%	- -%	1 *%	1 *%	1 *%	1 *%	1 *%	* *%	- -%	1 *%	1 *%	- -%	* *%	1 *%	2 *%	* *%
Mailroom	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

C6. Please could you tell me which type of department you work in?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other answers

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
48	16	11	21	47	26	47	26	16	11	33	13	*	14	24	43	5
3%	2%	4%	5%	3%	3%	3%	4%	4%	4%	3%	3%	1%	4%	5%	3%	4%
		a	a											b		

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Table 7 (continuation)

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C6. Please could you tell me which type of department you work in?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Senior Management (Managing Director, Director, Business Owner)	1081 68%	803 67%	656 66%	98 71%	36 83% c	925 67%	1056 68%	882 66%	1062 68%	828 68%	1060 68%	- -%	570 70%	1063 68%	124 67%	135 69%	796 67%	149 73%
Office Admin / Office Management	372 23%	298 25%	250 25%	29 21%	7 16%	330 24%	371 24%	344 26%	371 24%	281 23%	363 23%	- -%	177 22%	366 23% c	32 17%	43 22%	285 24%	40 20%
Finance / Accounts	35 2%	26 2%	30 3%	4 3%	- -%	31 2%	35 2%	30 2%	35 2%	24 2%	35 2%	- -%	14 2%	35 2%	6 3%	2 1%	30 2%	4 2%
Customer Service	10 1%	9 1%	5 *%	- -%	- -%	10 1%	10 1%	10 1%	10 1%	10 1%	10 1%	- -%	6 1%	10 1%	5 3% ab	2 1%	8 1%	* *%
Marketing	9 1%	6 *%	3 *%	- -%	* 1%	8 1%	9 1%	3 *%	9 1%	6 *%	9 1%	- -%	5 1%	9 1%	* *%	* *%	8 1%	- -%
Company Secretary	8 1%	8 1%	* *%	- -%	- -%	8 1%	8 1%	5 *%	8 1%	4 *%	8 1%	- -%	3 *%	8 1%	- -%	- -%	8 1%	- -%
General manager / site manager	8 1%	5 *%	6 1%	3 2% c	- -%	5 *%	8 1%	7 *%	8 1%	8 1%	8 1%	- -%	8 1%	8 1%	3 2%	3 1%	5 *%	* *%
Sales	7 *%	7 1%	5 *%	- -%	- -%	5 *%	7 *%	5 *%	7 *%	5 *%	7 *%	- -%	2 *%	6 *%	1 1%	1 1%	2 *%	3 2% b
Operations	6 *%	5 *%	3 *%	- -%	* *%	6 *%	6 *%	6 *%	6 *%	6 *%	6 *%	- -%	1 *%	6 *%	2 1%	1 1%	5 *%	- -%
Procurement	4 *%	4 *%	4 *%	* *%	- -%	2 *%	4 *%	4 *%	4 *%	4 *%	4 *%	- -%	2 *%	4 *%	* *%	* *%	2 *%	2 1%
Customer Relationship Management	2 *%	2 *%	2 *%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	* *%	2 *%	- -%	- -%	2 *%	* *%	2 1% b	* *%	- -%
Facilities	2 *%	* *%	1 *%	- -%	- -%	1 *%	2 *%	1 *%	2 *%	* *%	2 *%	- -%	- -%	2 *%	* *%	- -%	2 *%	- -%
Mailroom	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

C6. Please could you tell me which type of department you work in?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other answers

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
1591	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
48	31	31	3	-	45	45	41	45	41	48	-	30	45	12	7	37	4
3%	3%	3%	2%	-%	3%	3%	3%	3%	3%	3%	-%	4%	3%	6% b	4%	3%	2%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 7 (continuation)

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C6. Please could you tell me which type of department you work in?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Senior Management (Managing Director, Director, Business Owner)	1081 68%	109 74%	56 66%	913 68%	656 65%	424 72% a	958 66%	123 85% a	810 67%	56 72%	199 69%	862 68%	38 70%	156 69%
Office Admin / Office Management	372 23%	24 16%	19 22%	324 24% a	256 25% b	116 20%	359 25% b	13 9%	292 24%	15 19%	61 21%	305 24%	12 23%	41 18%
Finance / Accounts	35 2%	4 3%	1 2%	30 2%	25 3%	10 2%	35 2%	- -%	25 2%	4 5% a	5 2%	31 2%	1 1%	5 2%
Customer Service	10 1%	2 1%	* *%	5 *%	8 1%	2 *%	10 1%	- -%	10 1%	- -%	5 2% b	5 *%	2 3% b	* *%
Marketing	9 1%	- -%	- -%	9 1%	4 *%	5 1%	9 1%	- -%	6 1%	- -%	2 1%	7 1%	- -%	3 1%
Company Secretary	8 1%	- -%	- -%	8 1%	5 1%	3 1%	7 *%	1 1%	8 1%	- -%	- -%	8 1%	- -%	3 1%
General manager / site manager	8 1%	- -%	4 5% ac	4 *%	6 1%	2 *%	8 1%	- -%	6 1%	- -%	2 1%	6 *%	- -%	4 2%
Sales	7 *%	3 2% c	* 1%	3 *%	3 *%	3 1%	5 *%	1 1%	5 *%	2 2% a	3 1%	4 *%	- -%	3 1%
Operations	6 *%	- -%	- -%	6 *%	6 1%	* *%	6 *%	- -%	6 1%	- -%	1 1%	5 *%	1 2%	* *%
Procurement	4 *%	- -%	2 2% c	2 *%	2 *%	2 *%	4 *%	- -%	2 *%	- -%	2 1%	2 *%	* *%	* *%
Customer Relationship Management	2 *%	- -%	- -%	2 *%	2 *%	* *%	2 *%	- -%	2 *%	- -%	- -%	2 *%	- -%	- -%
Facilities	2 *%	- -%	1 1% c	1 *%	1 *%	1 *%	2 *%	* *%	* *%	- -%	- -%	1 *%	- -%	1 1%
Mailroom	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

C6. Please could you tell me which type of department you work in?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other answers

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
48	5	1	41	30	17	42	6	41	1	10	38	-	8
3%	4%	1%	3%	3%	3%	3%	4%	3%	2%	3%	3%	-%	3%

Ofcom; Business Postal Tracker

Table 7 (continuation)

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C6. Please could you tell me which type of department you work in?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Senior Management
(Managing Director,
Director, Business
Owner)

Office Admin / Office
Management

Finance / Accounts

Customer Service

Marketing

Company Secretary

General manager / site
manager

Sales

Operations

Procurement

Customer Relationship
Management

Facilities

Mailroom

Refused

Don't know

Other answers

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1081	177	5	274	288	268	250
68%	72%	77%	71% d	72% d	67%	62%
372	43	-	85	88	92	106
23%	17%	-%	22%	22%	23%	26%
35	5	-	15	6	7	8
2%	2%	-%	4% b	1%	2%	2%
10	*	2	3	1	5	2
1%	-%	23%	1%	-%	1%	-%
9	3	-	-	3	4	2
1%	1%	-%	-%	1%	1%	1%
8	3	-	*	1	6	-
1%	1%	-%	-%	-%	2% ad	-%
8	1	-	-	5	*	3
1%	1%	-%	-%	1% ac	-%	1%
7	3	-	1	-	3	2
-%	1%	-%	-%	-%	1%	-%
6	2	-	-	2	1	3
-%	1%	-%	-%	-%	-%	1%
4	*	-	*	-	2	2
-%	-%	-%	-%	-%	-%	-%
2	-	-	-	*	2	-
-%	-%	-%	-%	-%	-%	-%
2	1	-	1	*	-	*
-%	1%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
48	8	-	7	7	10	25
3%	3%	-%	2%	2%	2%	6% abc

C7. Which one of the following statements best describes the role of mail services to your organisation?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Mail is used mainly for administrative needs and is not core to our service delivery

Mail is critical for our customer communications and/or statements but is not core to our business

Mail is core to our business operations (i.e. our business could not function without it)

Don't Know (DO NOT READ OUT)

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
1591	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
	88	156	160	88	125	280	228	138	105	82	71	70	1368
859	49	80	89	51	64	140	119	77	68	45	37	40	737
54%	56%	51%	56%	58%	51%	50%	52%	56%	64% befkm	55%	52%	57%	54%
260	11	33	19	12	23	50	44	20	15	10	11	11	228
16%	12%	21% j	12%	14%	18%	18%	19%	15%	14%	13%	15%	16%	17%
455	26	40	50	25	37	84	62	41	23	26	24	18	387
29%	30%	26%	31%	28%	30%	30%	27%	29%	21%	32%	33% i	26%	28%
17	2	3	2	-	1	5	3	-	-	-	-	1	16
1%	2% j	2% j	1%	-%	1%	2% jk	1%	-%	-%	-%	-%	1%	1%

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Table 8 (continuation)

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C7. Which one of the following statements best describes the role of mail services to your organisation?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Mail is used mainly for administrative needs and is not core to our service delivery

Mail is critical for our customer communications and/or statements but is not core to our business

Mail is core to our business operations (i.e. our business could not function without it)

Don't Know (DO NOT READ OUT)

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
859	66	71	16	83	194	40	368	824	23	8	5	35	435	424
54%	54%	50%	72%	59%	52%	48%	55%	54%	57%	52%	54%	55%	53%	55%
260	21	21	1	26	58	19	110	247	8	3	2	13	130	130
16%	17%	15%	2%	18%	16%	22%	17%	16%	20%	22%	21%	21% a	16%	17%
455	35	49	6	32	117	25	177	439	9	4	2	15	244	211
29%	29%	34% dg	26%	22%	31% d	30%	27%	29%	23%	26%	25%	24%	30%	27%
17	*	1	-	2	4	-	10	17	-	-	-	-	14	3
1%	*%	1%	-%	1%	1%	-%	1%	1% e	-%	-%	-%	-%	2% b	*%

C7. Which one of the following statements best describes the role of mail services to your organisation?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Mail is used mainly for administrative needs and is not core to our service delivery	859 54%	432 57%	40 54%	36 52%	12 76% abc	788 61% b	71 23%	375 74% bc	412 53% c	71 23%	608 65% bcdef	133 51% cdef	57 36% ef	38 30% ef	8 14%	4 16%	- -%
Mail is critical for our customer communications and/or statements but is not core to our business	260 16%	110 14%	10 13%	13 18%	1 9%	188 15%	72 23% a	43 8%	146 19% a	72 23% a	111 12%	46 18% a	34 22% a	41 33% abc	17 28% ab	8 33% ab	- -%
Mail is core to our business operations (i.e. our business could not function without it)	455 29%	209 28%	25 33% d	21 30% d	2 15%	293 23%	161 52% a	84 16%	210 27% a	161 52% ab	201 22%	81 31% a	67 42% ab	45 36% a	34 55% abd	12 51% abd	3 100%
Don't Know (DO NOT READ OUT)	17 1%	9 1%	- -%	- -%	- -%	13 1%	4 1%	7 1%	6 1%	4 1%	15 2% b	- -%	- -%	- -%	2 3% bcd	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 8 (continuation)

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C7. Which one of the following statements best describes the role of mail services to your organisation?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Mail is used mainly for administrative needs and is not core to our service delivery

Mail is critical for our customer communications and/or statements but is not core to our business

Mail is core to our business operations (i.e. our business could not function without it)

Don't Know (DO NOT READ OUT)

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
859	317	8	9	3	4	811	48	789	70	716	130	13
54%	54%	14%	18%	10%	16%	55%	44%	55%	46%	56%	46%	50%
	bcde					b		b		b		
260	106	17	15	5	5	241	19	230	30	199	57	4
16%	18%	28%	29%	17%	19%	16%	18%	16%	20%	16%	20%	14%
		a	a									
455	158	31	27	22	16	411	42	401	52	347	97	9
29%	27%	53%	53%	73%	65%	28%	39%	28%	34%	27%	34%	36%
		a	a	a	a		a				a	
17	10	2	-	-	-	17	-	17	-	17	-	-
1%	2%	4%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
										b		

C7. Which one of the following statements best describes the role of mail services to your organisation?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Mail is used mainly for administrative needs and is not core to our service delivery	859 54%	859 100% bc	- -%	- -%	813 55% bdef	439 48% d	819 54% bdef	269 42%	196 43%	122 43%	548 51% def	170 41%	6 58%	166 51% a	209 44%	812 54% ac	42 36%
Mail is critical for our customer communications and/or statements but is not core to our business	260 16%	- -%	260 100% ac	- -%	252 17%	183 20% cf	253 17%	127 20% f	120 26% abcdfg	40 14%	195 18%	78 19%	3 28%	64 20%	99 21% b	252 17%	18 15%
Mail is core to our business operations (i.e. our business could not function without it)	455 29%	- -%	- -%	455 100% ab	413 28%	289 32% a	432 28%	228 36% acg	141 31%	121 42% abcecg	332 31%	160 38% c	1 10%	92 28%	165 35% b	429 28%	56 48% ab
Don't Know (DO NOT READ OUT)	17 1%	- -%	- -%	- -%	12 1%	8 1%	14 1%	11 2% g	2 1%	2 1%	4 *%	8 2%	* 4%	4 1%	2 1%	17 1%	* *%

C7. Which one of the following statements best describes the role of mail services to your organisation?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Mail is used mainly for administrative needs and is not core to our service delivery

Mail is critical for our customer communications and/or statements but is not core to our business

Mail is core to our business operations (i.e. our business could not function without it)

Don't Know (DO NOT READ OUT)

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
859	657	496	65	20	754	837	686	842	631	834	-	430	850	96	60	680	119
54%	55% b	50%	48%	46%	55%	54%	51%	54%	52%	53%	-%	53%	54%	51%	30%	57% a	59% a
260	189	186	19	9	228	260	250	260	213	258	-	143	256	33	50	165	42
16%	16%	19%	14%	21%	17%	17%	19%	17%	18%	16%	-%	18%	16%	18%	25% b	14%	21% b
455	340	302	49	15	382	447	388	448	360	452	-	239	441	57	87	329	38
29%	28%	30%	36% c	33%	28%	29%	29%	29%	30%	29%	-%	29%	28%	30%	44% bc	28% c	19%
17	17	11	4	-	13	17	14	17	12	17	-	6	17	1	-	14	3
1%	1%	1%	3%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%

C7. Which one of the following statements best describes the role of mail services to your organisation?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total

Mail is used mainly for
administrative needs and
is not core to our
service delivery

Mail is critical for our
customer communications
and/or statements but is
not core to our business

Mail is core to our
business operations
(i.e. our business could
not function without it)

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
859	57	30	766	565	294	753	106	665	34	155	692	20	103
54%	39%	34%	57% ab	56% b	50%	52%	73% a	55% b	43%	53%	54%	38%	46%
260	24	20	214	149	112	246	15	201	16	47	210	14	43
16%	16%	24% c	16%	15%	19% a	17% b	10%	17%	21%	16%	17%	26%	19%
455	66	34	352	279	176	433	22	336	28	87	357	20	80
29%	45% c	39% c	26%	28%	30%	30% b	15%	28%	36%	30%	28%	37%	35%
17	-	2	15	12	5	15	3	11	-	2	15	-	-
1%	-%	3%	1%	1%	1%	1%	2%	1%	-%	1%	1%	-%	-%

C7. Which one of the following statements best describes the role of mail services to your organisation?

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total

Mail is used mainly for
administrative needs and
is not core to our
service delivery

Mail is critical for our
customer communications
and/or statements but is
not core to our business

Mail is core to our
business operations
(i.e. our business could
not function without it)

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
859	103	-	220	229	204	206
54%	42%	-%	57%	57%	51%	51%
260	50	4	48	49	73	90
16%	20%	64%	12%	12%	18% ab	22% ab
455	93	3	115	119	119	102
29%	38%	36%	30%	30%	30%	25%
17	-	-	4	4	4	5
1%	-%	-%	1%	1%	1%	1%

C8. Do you have an Account Manager with your postal services provider?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
95	8	10	9	5	6	12	19	11	3	4	4	6	81
6%	9%	6%	6%	6%	4%	4%	8%	8%	3%	4%	5%	9%	6%
												i	
1473	76	147	148	81	117	261	209	127	100	77	66	64	1266
93%	87%	94%	92%	92%	94%	93%	92%	92%	95%	94%	93%	90%	93%
										a			
24	3	*	3	2	2	7	*	*	3	1	1	1	21
1%	4%	*%	2%	2%	2%	2%	*%	*%	3%	1%	2%	1%	2%
	bh												

C8. Do you have an Account Manager with your postal services provider?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
95	3	12	2	7	25	5	38	87	4	2	1	8	50	45
6%	3%	9%	7%	5%	7%	6%	6%	6%	11%	15%	18%	13%	6%	6%
	a	a							a	a	a	a		
1473	118	126	20	130	344	77	618	1422	34	11	6	51	761	712
93%	96%	90%	93%	92%	92%	93%	93%	93%	83%	74%	74%	80%	92%	93%
	b							b	c	d	e			
24	1	2	-	4	4	2	10	19	2	2	1	5	12	12
1%	1%	2%	-%	3%	1%	2%	1%	1%	6%	11%	9%	7%	1%	2%
									a	a	a	a		

C8. Do you have an Account Manager with your postal services provider?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Yes	95	29	7	9	1	39	56	4	35	56	19	12	17	15	17	4	3
	6%	4%	9%	13%	8%	3%	18%	1%	5%	18%	2%	5%	11%	12%	28%	17%	100%
			a	a			a		a	ab		a	ab	ab	abcd	ab	
No	1473	728	67	59	14	1227	246	500	727	246	902	247	139	105	42	18	-
	93%	96%	91%	83%	89%	96%	79%	98%	94%	79%	96%	95%	88%	84%	70%	80%	-%
		bcd				b		bc	c		cdef	cdef	e	e			
Don't know	24	3	*	3	*	16	7	5	12	7	14	1	2	5	1	1	-
	1%	0%	1%	4%	3%	1%	2%	1%	2%	2%	1%	0%	1%	4%	2%	4%	-%
				a	a									ab		b	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

C8. Do you have an Account Manager with your postal services provider?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
95	23	7	10	8	11	68	27	65	29	52	35	8
6%	4%	12%	21%	25%	42%	5%	25%	5%	19%	4%	12%	30%
	a	a	a	a	abc		a		a		a	
1473	558	50	40	23	12	1392	79	1352	119	1208	246	17
93%	94%	86%	79%	74%	48%	94%	72%	94%	78%	94%	86%	67%
	bcde	e	e	e		b		b		b		
24	10	1	*	*	3	20	4	20	4	19	3	1
1%	2%	2%	1%	1%	10%	1%	3%	1%	2%	2%	1%	3%
					abc							

C8. Do you have an Account Manager with your postal services provider?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
95	25	22	47	84	63	85	54	46	29	65	40	*	18	43	83	17
6%	3%	9%	10%	6%	7%	6%	9%	10%	10%	6%	10%	1%	6%	9%	6%	15%
		a	a				acg	abcg	abcg		c			b		ab
1473	828	232	398	1383	837	1409	567	402	254	1003	364	11	304	426	1404	98
93%	96%	89%	88%	93%	91%	93%	89%	88%	89%	93%	88%	99%	93%	90%	93%	85%
	bc			def	e	def				def			a	ac		
24	6	6	9	23	19	23	13	11	2	11	11	-	3	7	23	*
1%	1%	2%	2%	2%	2%	2%	2%	2%	1%	1%	3%	-%	1%	1%	2%	*%
		a	a					g								

C8. Do you have an Account Manager with your postal services provider?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
95	55	62	13	5	71	92	77	92	82	93	-	55	89	22	35	52	7
6%	5%	6%	10%	12%	5%	6%	6%	6%	7%	6%	-%	7%	6%	12%	18%	4%	4%
			c											ab	bc		
1473	1130	920	124	39	1284	1447	1238	1453	1114	1445	-	755	1451	164	159	1117	191
93%	94%	92%	90%	88%	93%	93%	92%	93%	92%	93%	-%	92%	93%	88%	81%	94%	95%
												c	c		a	a	a
24	19	12	*	-	22	24	23	24	20	23	-	8	24	1	2	18	4
1%	2%	1%	*%	-%	2%	2%	2%	2%	2%	1%	-%	1%	2%	1%	1%	2%	2%

C8. Do you have an Account Manager with your postal services provider?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
95	24	10	58	54	41	88	7	74	2	25	62	13	28
6%	16%	12%	4%	5%	7%	6%	5%	6%	3%	9%	5%	24%	12%
	c	c								b		b	
1473	121	75	1271	932	540	1337	136	1120	76	261	1193	41	193
93%	83%	87%	94%	93%	92%	92%	94%	92%	97%	90%	94%	76%	86%
			ab							a		a	
24	2	1	18	18	5	22	1	19	-	3	19	-	4
1%	1%	1%	1%	2%	1%	2%	1%	2%	-%	1%	2%	-%	2%

C8. Do you have an Account Manager with your postal services provider?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	^b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
95	38	1	19	14	36	26
6%	15%	18%	5%	3%	9%	6%
					^{ab}	
1473	204	6	366	384	354	369
93%	83%	82%	95%	96%	88%	91%
			c	^{cd}		
24	4	-	1	3	10	9
1%	2%	-%	1%	1%	2%	2%
					a	a

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%															
Unweighted total															
Weighted total															
		1591	a	b	c	d	e	f	g	h	i	j	k	l	m
		1591	79	136	77	94	123	141	107	118	98	217	198	203	973
			88	156	160	88	125	280	228	138	105	82	71	70	1368
Under £10															
(under £120 pa)															
(5)	509	29	47	36	28	51	87	77	44	39	24	23	23	438	
	32%	33%	30%	22%	32%	41% cj	31%	34%	32%	37% c	30%	32%	33%	32%	
£10 - £24															
(£120 - £299 pa)															
(17)	410	28	35	39	20	27	68	67	45	31	24	15	11	360	
	26%	32% i	22%	25%	23%	21%	24%	29% l	33% ekl	29% i	29% l	21%	16%	26% l	
£25 - £49															
(£300 - £599 pa)															
(37)	197	11	21	24	10	15	28	23	18	13	12	12	9	164	
	12%	13%	13%	15%	11%	12%	10%	10%	13%	13%	15%	18% m	13%	12%	
£50 - £99															
(£600 - £1,199 pa)															
(75)	166	7	14	24	9	12	36	22	8	13	8	5	9	145	
	10%	8%	9%	15% hk	10%	10%	13%	9%	6%	12%	10%	7%	12%	11%	
£100 - £199															
(£1,200 - £2,399 pa)															
(150)	127	4	22	20	7	7	15	13	9	5	7	7	9	104	
	8%	4%	14% aefgim	12%	8%	6%	6%	6%	7%	5%	8%	10%	12% afm	8%	
£200 - £499															
(£2,400 - £5,999 pa)															
(350)	102	4	10	9	6	5	27	15	8	3	3	4	6	88	
	6%	5%	7%	6%	7%	4%	10% ij	7%	6%	3%	3%	6%	9% j	6%	
£500 - £999															
(£6,000 - £11,999 pa)															
(750)	35	*	4	6	3	1	4	6	5	*	2	2	2	29	
	2%	*%	2%	3%	4%	1%	1%	2%	4%	*%	2%	3%	3%	2%	
£1,000 - £1,999 (£12,000 - £23,999 pa)															
(1500)	21	3	1	-	3	2	6	3	*	*	1	1	1	18	
	1%	3%	1%	-%	4%	1%	2%	1%	*%	*%	1%	2%	1%	1%	
£2,000 - £2,999 (£24,000 - £35,999 pa)															
(2500)	7	-	1	3	-	2	*	-	-	*	*	*	-	7	
	*%	-%	1%	2%	-%	1%	*%	-%	-%	*%	1%	*%	-%	*%	
£3,000 - £4,999 (£36,000 - £59,999 pa)															
(4000)	10	-	-	-	1	3	2	3	-	-	-	-	1	9	
	1%	-%	-%	-%	1%	2% jk	1%	1%	-%	-%	-%	-%	1%	1%	
£5,000 - £7,499 (£60,000 - £89,999 pa)															
(6250)	3	*	-	-	*	-	3	-	*	-	-	-	-	3	
	*%	*%	-%	-%	*%	-%	1%	-%	*%	-%	-%	-%	-%	*%	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m															

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total		1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	3 *%	- -%	- -%	- -%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£500,000+ (£6,000,000+ pa)	(600000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m															

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Table 10 (continuation)

Page 109

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

Significance Level: 95% Unweighted total Weighted total 0-£99 per month £100+ per month Don't know - PROBE FULLY. Answered Mean Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		a	b	c	d	e	f	g	h	i	j	k	l	m
	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
	1282	76	117	123	67	105	219	188	115	96	69	55	52	1106
	81%	86%	75%	77%	76%	84%	78%	82%	83%	91%	84%	78%	74%	81%
		bl				l				bcdfklm	bl			l
	309	12	39	37	21	20	61	40	23	9	13	15	18	262
	19%	14%	25%	23%	24%	16%	22%	18%	17%	9%	16%	22%	26%	19%
		aij	i	i		i						aeijm	i	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368	
165.57	147.15	141.87	132.85	332.20	194.81	290.83	133.81	84.66	46.94	93.15	110.51	136.59	174.22	
			i		i	ijk					i	i		

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

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Table 10 (continuation)

Page 110

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Industry							Business Size					Urbanity		
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural	
Significance Level: 95%																	
Unweighted total		1591	a 126	b 167	c 23	d 132	e 366	f 75	g 662	a 1203	b 249	c 88	d 51	e 388	a 801	b 790	
Weighted total		1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768	
Under £10 (under £120 pa)		(5)	509 32%	47 38% bf	33 24%	5 25%	49 34% bf	109 29% f	12 14% bef	242 36% bcde	502 33% bcde	6 14% c	* 3%	1 9%	7 11% c	253 31%	256 33%
£10 - £24 (£120 - £299 pa)		(17)	410 26%	41 34% beg	24 17%	6 26%	47 33% be	85 23%	34 41% beg	168 25% b	401 26% bcde	7 16%	2 12%	1 8%	9 14%	190 23%	220 29% a
£25 - £49 (£300 - £599 pa)		(37)	197 12%	14 11%	21 15%	5 21%	21 15%	50 13%	5 6%	73 11%	190 12%	6 14%	1 10%	* 6%	8 12%	96 12%	101 13%
£50 - £99 (£600 - £1,199 pa)		(75)	166 10%	6 5%	15 11%	2 11%	15 11%	34 9%	18 21% abdeg	71 11%	157 10%	6 15% a	2 12%	1 7%	9 14%	105 13% b	61 8%
£100 - £199 (£1,200 - £2,399 pa)		(150)	127 8%	7 5%	12 9% d	2 7%	3 2%	43 12% adg	10 13% d	44 7% d	119 8%	5 11%	2 13%	1 18% a	8 12% a	65 8%	62 8%
£200 - £499 (£2,400 - £5,999 pa)		(350)	102 6%	2 2%	19 13% adefg	2 10%	2 2%	25 7% ad	3 3%	43 6% ad	88 6%	7 18% a	4 25% a	3 30% ab	13 21% a	60 7%	42 5%
£500 - £999 (£6,000 - £11,999 pa)		(750)	35 2%	2 1%	12 9% adefg	- -%	3 2%	9 3%	1 1%	8 1%	30 2%	3 7% a	2 11% a	1 12% a	5 9% a	26 3% b	9 1%
£1,000 - £1,999 (£12,000 - £23,999 pa)		(1500)	21 1%	3 3%	3 2%	- -%	* *%	6 2%	* *%	8 1%	19 1%	1 2%	1 5% a	1 8% ab	2 3% a	16 2% b	5 1%
£2,000 - £2,999 (£24,000 - £35,999 pa)		(2500)	7 *%	- -%	* *%	- -%	1 1%	5 1% g	* *%	1 *%	6 *%	* 1%	* 3% a	- -%	1 1% a	5 1%	2 *%
£3,000 - £4,999 (£36,000 - £59,999 pa)		(4000)	10 1%	- -%	1 1%	- -%	- -%	7 2% g	- -%	2 *%	9 1%	* *%	- -%	* 3%	* 1%	3 *%	7 1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 10 (continuation)

Page 111

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Industry							Business Size					Urbanity	
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%																
Unweighted total		1591	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total		1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
£5,000 - £7,499 (£60,000 - £89,999 pa)		(6250)	3											1	3	-
		%	-%	-%	-%	-%	%	%	%	%	1%	1%	-%	1%	%	-%
											a	a		a		
£7,500 - £9,999 (£90,000 - £119,999 pa)		(8750)	3	-	-	-	-	-	3	3	-	-	-	-	-	3
		%	-%	-%	-%	-%	-%	-%	%	%	-%	-%	-%	-%	-%	%
£10,000 - £14,999 (£120,000 - £179,999 pa)		(12500)	*	-	*	-	*	-	-	-	*	*	-	*	*	*
		%	-%	%	-%	-%	%	-%	-%	-%	%	1%	-%	1%	%	%
											a	a		a		
£15,000 - £19,999 (£180,000 - £239,999 pa)		(17500)	*	-	-	-	*	-	-	-	-	*	-	*	*	-
		%	-%	-%	-%	-%	%	-%	-%	-%	-%	1%	-%	%	%	-%
												a				
£20,000 - £24,999 (£240,000 - £299,999 pa)		(22500)	*	-	-	-	*	-	-	-	-	*	-	*	*	-
		%	-%	-%	-%	-%	%	-%	-%	-%	-%	2%	-%	%	%	-%
												a		a		
£25,000 - £29,999 (£300,000 - £359,999 pa)		(27500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)		(35000)	*	-	*	-	-	-	-	-	-	*	-	*	*	-
		%	-%	%	-%	-%	-%	-%	-%	-%	-%	1%	-%	%	%	-%
												a				
£40,000 - £49,999 (£480,000 - £599,999 pa)		(45000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)		(62500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)		(87500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 10 (continuation)

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QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Industry							Business Size					Urbanity	
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%			a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total		1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total		1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)		(200000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)		(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)		(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month		1282	108	93	18	132	278	68	555	1250	24	5	2	32	643	639
		81%	89%	66%	83%	93%	74%	82%	83%	82%	59%	37%	29%	50%	78%	83%
			be			befg	b	b	be	bcde	cde			cd		a
£100+ per month		309	14	48	4	10	95	15	110	277	17	9	6	32	179	130
		19%	11%	34%	17%	7%	26%	18%	17%	18%	41%	63%	71%	50%	22%	17%
				adefg			adg	d	d		a	abe	abe	ab	b	
Don't know - PROBE FULLY.		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Mean		165.57	81.25	272.14	67.76	69.74	235.93	90.61	153.91	146.22	328.78	1570.41	458.19	629.97	183.58	146.28
											a	abe	a	a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
			£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total		1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total		1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Under £10 (under £120 pa)		(5)	509	288	11	9	5	509	-	-	-	486	19	*	1	-	-	-
		32%	38%	15%	13%	33%	40%	-%	100%	-%	-%	52%	7%	1%	-%	-%	-%	-%
			bc			bc	b		bc			bcdef	cdef					
£10 - £24 (£120 - £299 pa)		(17)	410	228	9	10	*	410	-	410	-	281	109	14	-	-	-	-
		26%	30%	13%	14%	2%	32%	-%	-%	53%	-%	30%	42%	9%	-%	-%	-%	-%
			bcd	d	d		b		-	ac		cdef	acdef	def				
£25 - £49 (£300 - £599 pa)		(37)	197	88	8	14	3	197	-	197	-	91	60	36	8	-	*	-
		12%	12%	11%	20%	21%	15%	-%	-%	26%	-%	10%	23%	23%	7%	-%	1%	-%
					a		b		-	ac		ef	adef	adef	e		ac	
£50 - £99 (£600 - £1,199 pa)		(75)	166	60	18	10	1	166	-	166	-	36	19	70	30	7	-	-
		10%	8%	25%	14%	4%	13%	-%	-%	21%	-%	4%	7%	44%	24%	12%	-%	-%
				ad			b		-	ac			af	abdef	abef	af		
£100 - £199 (£1,200 - £2,399 pa)		(150)	127	42	11	14	1	-	127	-	127	18	25	21	46	16	*	-
		8%	6%	15%	20%	6%	-%	41%	-%	-%	41%	2%	10%	13%	37%	26%	1%	-%
				a	ad			a	-		ab		af	af	abcf	abcf		
£200 - £499 (£2,400 - £5,999 pa)		(350)	102	29	7	5	2	-	102	-	102	16	18	11	28	19	5	-
		6%	4%	9%	7%	13%	-%	33%	-%	-%	33%	2%	7%	7%	22%	31%	23%	-%
				a		a		a			ab		a	a	abc	abc	abc	
£500 - £999 (£6,000 - £11,999 pa)		(750)	35	13	4	1	2	-	35	-	35	4	6	1	7	8	6	-
		2%	2%	6%	1%	12%	-%	11%	-%	-%	11%	1%	2%	1%	5%	14%	28%	-%
				a		ac		a			ab		a		ac	abcd	abcde	
£1,000 - £1,999 (£12,000 - £23,999 pa)		(1500)	21	6	5	1	1	-	21	-	21	2	2	4	*	5	8	-
		1%	1%	7%	2%	4%	-%	7%	-%	-%	7%	1%	1%	3%	1%	9%	35%	-%
				a		a		a			ab			a		abcd	abcde	
£2,000 - £2,999 (£24,000 - £35,999 pa)		(2500)	7	2	-	*	*	-	7	-	7	1	-	1	1	-	1	-
		1%	1%	-%	1%	3%	-%	2%	-%	-%	2%	1%	-%	1%	1%	-%	3%	-%
						a		a			ab			1%			ab	
£3,000 - £4,999 (£36,000 - £59,999 pa)		(4000)	10	4	*	2	-	10	-	-	10	*	1	-	4	3	1	-
		1%	1%	1%	4%	-%	-%	3%	-%	-%	3%	1%	1%	-%	3%	5%	6%	-%
					a			a			ab				abc	abc	abc	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 10 (continuation)

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QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
			£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%			a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g	
Unweighted total		1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3	
Weighted total		1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3	
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3%	-	-	*	*	-	3	-	-	3	-	*	-	-	3	*	*	
			-%	-%	*%	2% a	-%	1% a	-%	-%	1% ab	-%	*%	-%	-%	4% abcd	1% a	6% 	
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	3%	-	-	3	-	-	3	-	-	3	-	-	-	-	-	-	3	
			-%	-%	4% a	-%	-%	1% a	-%	-%	1% ab	-%	-%	-%	-%	-%	-%	88% 	
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	*%	-	-	*	-	-	*	-	-	*	*	-	-	-	-	-	-	
			-%	-%	*%	-%	-%	*%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*%	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-	*	
			-%	-%	-%	1% a	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	6% 	
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	*%	-	-	-	-	-	*	-	-	*	-	-	-	-	-	1% a	-	
			-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%		-%	
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*%	-	-	*	-	-	*	-	-	*	-	-	-	-	-	1% a	-	
			-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%		-%	
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
			-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month	1282	663	46	43	9	1282	-	509	774	-	893	208	119	39	7	*	-
	81%	87%	63%	61%	59%	100%	-%	100%	100%	-%	96%	80%	76%	32%	12%	100%	-%
		bcd				b		c	c		bcdef	def	def	ef	f	abcde	
£100+ per month	309	97	28	28	6	-	309	-	-	309	42	52	38	85	54	23	3
	19%	13%	37%	39%	41%	-%	100%	-%	-%	100%	4%	20%	24%	68%	88%	100%	100%
			a	a	a		a			ab		a	a	abc	abcd	abcde	
Don't know - PROBE FULLY.	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Mean	165.57	91.38	252.92	775.00	658.69	22.83	758.08	5.00	34.55	758.08	36.65	112.44	151.10	326.78	847.33	1677.38	9072.8
		a	a	a	a		a			b		a	a	abc	abcd	abcd	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 10 (continuation)

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QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used			
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only	
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c	
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27	
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25	
Under £10 (under £120 pa)	(5)	509 32%	100 17% bcde	* 1%	- -%	- -%	* 2%	504 34% b	5 4%	500 35% b	9 6%	481 38% b	25 9%	2 7%
£10 - £24 (£120 - £299 pa)	(17)	410 26%	201 34% bcde	- -%	2 3%	- -%	* 2%	390 26%	20 18%	378 26%	32 21%	335 26%	69 24%	6 26%
£25 - £49 (£300 - £599 pa)	(37)	197 12%	108 18% bcde	4 7%	3 5%	1 5%	- -%	184 12%	11 10%	175 12%	21 13%	159 12%	34 12%	2 9%
£50 - £99 (£600 - £1,199 pa)	(75)	166 10%	83 14% de	11 19% de	5 9%	- -%	- -%	155 10%	11 10%	153 11%	13 9%	129 10%	37 13%	* 2%
£100 - £199 (£1,200 - £2,399 pa)	(150)	127 8%	55 9% acde	19 33%	7 15%	2 6%	2 7%	111 8%	16 14% a	104 7%	23 15% a	85 7%	38 13% a	4 17%
£200 - £499 (£2,400 - £5,999 pa)	(350)	102 6%	29 5% ae	16 28% ae	25 48% abe	12 38% ae	2 7%	81 5%	21 19% a	78 5%	24 16% a	57 4%	43 15% a	2 8%
£500 - £999 (£6,000 - £11,999 pa)	(750)	35 2%	9 1% a	4 7% a	6 11% a	9 29% abc	4 15% a	27 2%	8 8% a	25 2%	10 7% a	18 1%	12 4% a	5 19%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	21 1%	1 *% a	1 2% a	4 8% a	5 17% ab	5 19% ab	14 1%	7 7% a	13 1%	9 6% a	8 1%	13 5% a	- -%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	7 *%	- -% a	1 1% a	- -%	* 1% a	6 24% abcd	4 *%	3 3% a	2 *%	5 3% a	1 *%	3 1% a	3 12%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	10 1%	2 *% a	1 2% a	* 1%	2 5% a	5 20% abc	3 *%	6 6% a	3 *%	6 4% a	* *%	9 3% a	* *%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c														

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
			1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%			a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total		1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total		1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3 *%	3 *%	- -%	- -%	* 1%	* 1%	3 *%	* *%	3 *%	- -%	3 *%	* *%	- -%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	3 *%	- -%	- -%	- -%	- -%	- -%	3 *%	- -%	3 *%	- -%	3 *%	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	* *%	- -%	- -%	- -%	- -%	* 1% a	* *%	- -%	* *%	- -%	* *%	* *%	- -%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	* *%	- -%	- -%	- -%	- -%	* 1% a	* *%	- -%	* *%	- -%	* *%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	- -%	- -%	- -%	- -%	* 1% a	- -%	* *%	- -%	* *%	- -%	* *%	- -%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	* *%	- -%	- -%	- -%	- -%	* 1% a	* *%	- -%	- -%	* *%	- -%	* *%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c														

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
			1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%			a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total		1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total		1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)		(400000)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)		(600000)	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month		1282	492	16	9	1	1	1234	47	1205	75	1104	165	11
		81%	83%	27%	17%	5%	3%	83%	43%	84%	49%	86%	58%	44%
			bcde	de				b		b		b		
£100+ per month		309	98	42	42	29	24	247	62	232	77	175	119	14
		19%	17%	73%	83%	95%	97%	17%	57%	16%	51%	14%	42%	56%
				a	a	ab	ab		a		a		a	
Don't know - PROBE FULLY.		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Mean		165.57	106.69	362.65	436.23	861.17	2599.20	132.05	622.29	125.52	545.10	105.65	403.87	523.54
				a	a	abc	abcd		a		a		a	
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c														

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	^b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Under £10 (under £120 pa)	(5) 509 32%	375 44% bc	43 16%	84 18%	479 32% bdef	181 20% df	487 32% bdef	71 11%	80 17% df	30 11%	323 30% bdef	41 10%	1 13%	59 18% a	80 17% c	477 32% ac	8 7%
£10 - £24 (£120 - £299 pa)	(17) 410 26%	240 28% c	67 26%	98 21%	386 26% f	261 28% f	392 26% f	160 25% f	116 25% f	55 19%	287 27% f	83 20%	4 39%	116 36% a	132 28%	397 26%	26 22%
£25 - £49 (£300 - £599 pa)	(37) 197 12%	104 12%	37 14%	56 12%	190 13%	130 14%	190 13%	100 16% c	62 13%	48 17%	137 13%	66 16%	3 27%	44 13%	75 16%	189 13%	14 12%
£50 - £99 (£600 - £1,199 pa)	(75) 166 10%	69 8%	41 16% a	56 12% a	157 11%	117 13%	160 11%	84 13%	65 14% ac	36 13%	123 11%	47 11%	1 6%	50 15%	53 11%	157 10%	14 12%
£100 - £199 (£1,200 - £2,399 pa)	(150) 127 8%	43 5%	26 10% a	55 12% a	117 8%	92 10%	120 8%	78 12% acg	46 10%	47 17% abcecg	89 8%	59 14% c	1 12%	25 8%	52 11%	122 8%	20 17% ab
£200 - £499 (£2,400 - £5,999 pa)	(350) 102 6%	20 2%	29 11% a	52 11% a	96 6%	76 8%	97 6%	79 12% abcg	59 13% abcg	31 11% acg	72 7%	61 15% c	* 3%	22 7%	42 9%	102 7%	18 15% ab
£500 - £999 (£6,000 - £11,999 pa)	(750) 35 2%	5 1%	2 1%	26 6% ab	29 2%	27 3%	32 2%	27 4% acg	14 3%	16 6% abcg	23 2%	25 6% c	- -%	6 2%	16 3%	30 2%	7 6% b
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500) 21 1%	- -%	7 3% a	14 3% a	20 1%	19 2%	20 1%	17 3% acg	8 2%	11 4% aceg	13 1%	16 4% c	- -%	1 *%	13 3% b	20 1%	5 4% b
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500) 7 *%	3 *%	1 *%	3 1%	3 *%	4 *%	4 *%	7 1% acg	2 *%	3 1% ac	3 *%	7 2% c	- -%	* *%	7 1% b	3 *%	2 2% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
			Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total		1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total		1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
£3,000 - £4,999 (£36,000 - £59,999 pa)		(4000)	10	*	4	6	7	8	8	10	4	7	3	10	-	*	5	8
		1%	*%	2%	1%	*%	1%	1%	2%	1%	2%	*%	2%	-%	*%	1%	1%	2%
				a	a				acg		abcg		c					b
£5,000 - £7,499 (£60,000 - £89,999 pa)		(6250)	3	-	3	1	3	3	3	1	-	1	*	-	3	3	3	-
		*%	-%	1%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	1%	1%	*%	-%
				a														
£7,500 - £9,999 (£90,000 - £119,999 pa)		(8750)	3	-	-	3	3	-	-	3	-	3	-	-	-	-	3	-
		*%	-%	-%	1%	*%	-%	-%	-%	1%	-%	*%	-%	-%	-%	-%	*%	-%
					a					bd								
£10,000 - £14,999 (£120,000 - £179,999 pa)		(12500)	*	-	-	*	*	*	*	-	-	-	*	-	-	*	*	*
		*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	*%
£15,000 - £19,999 (£180,000 - £239,999 pa)		(17500)	*	-	-	*	*	*	*	*	-	*	*	-	-	-	*	-
		*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	*%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)		(22500)	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	-
		*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)		(27500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)		(35000)	*	-	*	-	*	*	*	*	*	*	*	-	-	*	*	*
		*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%
£40,000 - £49,999 (£480,000 - £599,999 pa)		(45000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)		(62500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 10 (continuation)

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QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total		1591	863	270	448	1492	991	1521	675	515	299	428	20	352	472	1515	171
Weighted total		1591	859	260	455	1491	919	1518	635	460	286	415	11	325	476	1511	115
£75,000 - £99,999 (£900,000 - £1,199,999 pa)		(87500)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)		(200000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)		(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
£500,000+ (£6,000,000+ pa)		(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0-£99 per month		1282 81%	788 92% bc	188 72% c	293 65%	1212 81% bdef	689 75% df	1230 81% bdef	414 65%	323 70% f	169 59%	237 57%	9 85%	269 83% a	339 71% c	1220 81% ac	61 53%
£100+ per month		309 19%	71 8%	72 28% a	161 35% ab	279 19%	230 25% acg	288 19%	220 35% abcg	137 30% acg	117 41% abceg	178 43% c	2 15%	57 17%	137 29% b	291 19%	54 47% ab
Don't know - PROBE FULLY.		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Answered		1591	859	260	455	1491	919	1518	635	460	286	415	11	325	476	1511	115
Mean		165.57	47.94	274.40 a	327.78 a	152.56	204.20	157.63	298.90 acg	272.16 acg	351.39 abceg	376.44 c	49.79	126.90	277.45 b	156.36	412.18 b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 10 (continuation)

Page 122

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Under £10 (under £120 pa)	(5)	509	373	34	10	459	492	395	497	339	494	-	206	503	30	17	438	54
		32%	31%	25%	23%	33% a	31% d	29%	32% d	28%	32% d	-%	25% c	32% ac	16%	9%	37% ac	27% a
£10 - £24 (£120 - £299 pa)	(17)	410	338	31	12	363	403	348	403	306	403	-	223	409	50	40	319	51
		26%	28%	23%	27%	26%	26%	26%	26%	25%	26%	-%	27%	26%	27%	20%	27%	25%
£25 - £49 (£300 - £599 pa)	(37)	197	151	15	4	174	197	167	197	163	191	-	113	195	28	21	146	28
		12%	13%	11%	10%	13%	13%	12%	13%	13%	12%	-%	14%	13%	15%	10%	12%	14%
£50 - £99 (£600 - £1,199 pa)	(75)	166	118	17	*	146	163	152	163	137	166	-	88	156	25	34	103	30
		10%	10%	13% b	1%	11%	10%	11%	10%	11%	11%	-%	11%	10%	13%	17% b	9%	15% b
£100 - £199 (£1,200 - £2,399 pa)	(150)	127	104	17	10	93	127	108	127	106	125	-	81	123	23	31	78	18
		8%	9%	13% c	23% c	7%	8%	8%	8%	9%	8%	-%	10%	8%	12% b	16% bc	7%	9%
£200 - £499 (£2,400 - £5,999 pa)	(350)	102	68	11	4	81	102	96	102	92	101	-	66	99	19	28	65	8
		6%	8% a	8%	8%	6%	7%	7%	6%	8%	6%	-%	8%	6%	10% b	14% bc	6%	4%
£500 - £999 (£6,000 - £11,999 pa)	(750)	35	23	5	1	25	34	31	35	32	35	-	18	34	5	10	19	6
		2%	2%	4%	1%	2%	2%	2%	2%	3%	2%	-%	2%	2%	3%	5% b	2%	3%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	21	16	4	1	18	21	20	21	21	21	-	6	21	1	11	9	*
		1%	1%	3%	3%	1%	1%	1%	1%	2%	1%	-%	1%	1%	1%	6% bc	1%	*%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	7	1	2	1	2	7	7	7	7	7	-	5	7	*	2	2	3
		*%	*%	1% c	3% c	*%	*%	1%	*%	1%	*%	-%	1%	*%	*%	1%	*%	2% b
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	10	6	*	-	9	10	8	10	10	10	-	5	10	5	2	6	1
		1%	1%	*%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2% ab	1%	1%	1%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 10 (continuation)

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QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

TOTAL		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total		1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total		1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
£5,000 - £7,499 (£60,000 - £89,999 pa)		3	3	-	*	3	3	3	3	1	3	-	3	3	*	1	-	3
(6250)		1%	3%	-%	3%	3%	3%	3%	3%	3%	3%	-%	3%	3%	3%	1%	-%	1% b
£7,500 - £9,999 (£90,000 - £119,999 pa)		3	3	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
(8750)		3%	3%	-%	-%	3%	3%	3%	3%	3%	3%	-%	3%	3%	-%	-%	3%	-%
£10,000 - £14,999 (£120,000 - £179,999 pa)		*	-	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-
(12500)		1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	-%	-%
£15,000 - £19,999 (£180,000 - £239,999 pa)		*	*	-	-	*	*	*	*	*	*	-	-	*	-	*	-	-
(17500)		1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	1%	-%	-%
£20,000 - £24,999 (£240,000 - £299,999 pa)		*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
(22500)		1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	1%	-%	-%
£25,000 - £29,999 (£300,000 - £359,999 pa)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(27500)		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£30,000 - £39,999 (£360,000 - £479,999 pa)		*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	-	*
(35000)		1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	1%
£40,000 - £49,999 (£480,000 - £599,999 pa)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(45000)		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£50,000 - £74,999 (£600,000 - £899,999 pa)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(62500)		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(87500)		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
(200000)		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
£300,000 - £499,999 (£3 .600,000 - £5 .999,999 pa)	(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6 ,000,000+ pa)	(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month	1282 81%	980 81% b	771 78%	98 71%	27 61%	1142 83% ab	1254 80%	1062 79%	1260 80%	945 78%	1254 80%	- -%	630 77%	1263 81% ac	133 71%	111 57%	1005 85% a	162 80% a
£100+ per month	309 19%	223 19%	223 22% a	39 29% c	17 39% c	235 17%	308 20%	277 21%	308 20%	272 22%	307 20%	- -%	189 23% b	300 19%	54 29% b	85 43% bc	182 15%	40 20%
Don't know - PROBE FULLY.	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Answered	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Mean	165.57	144.10	189.00	174.96	235.59	159.44	167.74	180.47	167.37	190.26	168.04	-	204.19	165.77	260.47	361.04 b	117.72	250.63 b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
			Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95% Unweighted total Weighted total		1591	a	b	c	a	b	a	b	a	b	a	b	a	b
		1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Under £10 (under £120 pa)	(5)	509	17	10	478	310	199	426	82	421	14	60	446	4	19
		32%	12%	12%	35% ab	31%	34%	29%	57% a	35% b	18%	21%	35% a	8%	8%
£10 - £24 (£120 - £299 pa)	(17)	410	30	14	366	277	133	372	38	321	16	71	333	3	61
		26%	20%	16%	27% b	28% b	23%	26%	26%	26%	20%	24%	26%	5%	27% a
£25 - £49 (£300 - £599 pa)	(37)	197	17	14	165	127	70	186	12	145	16	52	142	5	30
		12%	12%	16%	12%	13%	12%	13%	8%	12%	21% a	18% b	11%	10%	14%
£50 - £99 (£600 - £1,199 pa)	(75)	166	14	10	139	114	52	160	6	115	11	26	140	14	20
		10%	9%	12%	10%	11%	9%	11% b	4%	9%	14%	9%	11%	26% b	9%
£100 - £199 (£1,200 - £2,399 pa)	(150)	127	21	15	90	74	53	123	4	80	11	33	90	7	28
		8%	15% c	17% c	7%	7%	9%	8% b	3%	7%	14% a	11% b	7%	14%	13%
£200 - £499 (£2,400 - £5,999 pa)	(350)	102	20	10	71	60	42	100	1	73	6	22	78	8	31
		6%	14% c	11% c	5%	6%	7%	7% b	1% 1%	6%	8%	8%	6%	16%	14%
£500 - £999 (£6,000 - £11,999 pa)	(750)	35	13	3	19	21	14	35	*	22	3	9	21	5	12
		2%	9% c	4%	1%	2%	2%	2%	%	2%	4%	3%	2%	9%	5%
£1,000 - £1,999 (£12,000 - £23,999 pa)	(1500)	21	5	8	9	12	9	21	-	17	*	9	12	3	10
		1%	3% c	9% c	1%	1%	2%	1%	- -%	1%	%	3% b	1%	6%	4%
£2,000 - £2,999 (£24,000 - £35,999 pa)	(2500)	7	3	*	3	5	2	7	-	3	1	3	1	1	4
		%	2% c	1%	%	1%	%	%	- -%	%	1%	1% b	%	3%	2%
£3,000 - £4,999 (£36,000 - £59,999 pa)	(4000)	10	3	*	4	2	7	10	-	9	-	3	6	2	8
		1%	2% c	%	%	%	1% a	1%	- -%	1%	- -%	1%	1%	4%	3%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 10 (continuation)

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QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
			Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total		1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total		1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
£5,000 - £7,499 (£60,000 - £89,999 pa)	(6250)	3 *%	* *%	3 3% c	*	3 *%	1 *%	3 *%	- -%	3 *%	- -%	- -%	3 *%	* *%	* *%
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	3 *%	3 2% c	- -%	- -%	- -%	3 1% a	3 *%	- -%	3 *%	- -%	- -%	3 *%	- -%	- -%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	* *%	- -%	* *%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	- -%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* *%	* *%	- -%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total		134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total		146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
£500,000+ (£6,000,000+ pa)	(600000)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
0-£99 per month		78	47	1148	828	454	1144	139	1001	57	209	1061	26	131
		81%	53%	85% ab	82% b	77%	79%	96% a	83% b	73%	72%	83% a	49%	58%
£100+ per month		69	39	198	177	132	303	6	212	21	81	214	27	94
		47% c	45% c	15%	18%	23% a	21% b	4%	17%	27% a	28% b	17%	51%	42%
Don't know - PROBE FULLY.		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Answered		146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Mean		626.59	466.66	90.16	125.96	233.39 a	179.88	22.27 b	169.02	205.00	247.28 b	140.08	691.51	389.13

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total		249	5	387	401	400	403
Weighted total		246	7	387	401	400	403
Under £10 (under £120 pa)							
(5)	509	20	-	139	129	130	111
	32%	8%	-%	36% d	32%	33%	27%
£10 - £24 (£120 - £299 pa)							
(17)	410	57	-	91	123	83	112
	26%	23%	-%	24%	31% ac	21%	28% c
£25 - £49 (£300 - £599 pa)							
(37)	197	32	-	41	44	53	60
	12%	13%	-%	11%	11%	13%	15%
£50 - £99 (£600 - £1,199 pa)							
(75)	166	24	3	36	46	48	36
	10%	10%	41%	9%	11%	12%	9%
£100 - £199 (£1,200 - £2,399 pa)							
(150)	127	35	-	37	24	27	38
	8%	14%	-%	10%	6%	7%	10%
£200 - £499 (£2,400 - £5,999 pa)							
(350)	102	35	1	29	17	34	22
	6%	14%	18%	7%	4%	9% b	6%
£500 - £999 (£6,000 - £11,999 pa)							
(750)	35	17	-	9	6	9	11
	2%	7%	-%	2%	2%	2%	3%
£1,000 - £1,999 (£12,000 - £23,999 pa)							
(1500)	21	10	3	3	2	9	7
	1%	4%	40%	1%	1%	2% b	2%
£2,000 - £2,999 (£24,000 - £35,999 pa)							
(2500)	7	6	-	1	2	3	1
	*%	2%	-%	*%	*%	1%	*%
£3,000 - £4,999 (£36,000 - £59,999 pa)							
(4000)	10	9	-	1	4	-	4
	1%	4%	-%	*%	1% c	-%	1% c
£5,000 - £7,499 (£60,000 - £89,999 pa)							
(6250)	3	-	-	-	3	*	-
	*%	-%	-%	-%	1%	*%	-%

Columns Tested: a,b - a,b,c,d

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

		Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total		249	5	387	401	400	403
Weighted total		246	7	387	401	400	403
£7,500 - £9,999 (£90,000 - £119,999 pa)	(8750)	3	-	-	-	3	-
		100%	0%	0%	0%	1%	0%
£10,000 - £14,999 (£120,000 - £179,999 pa)	(12500)	*	*	-	-	*	*
		100%	100%	0%	0%	100%	100%
£15,000 - £19,999 (£180,000 - £239,999 pa)	(17500)	*	-	-	*	-	-
		100%	0%	0%	100%	0%	0%
£20,000 - £24,999 (£240,000 - £299,999 pa)	(22500)	*	*	-	*	-	-
		100%	100%	0%	100%	0%	0%
£25,000 - £29,999 (£300,000 - £359,999 pa)	(27500)	-	-	-	-	-	-
		0%	0%	0%	0%	0%	0%
£30,000 - £39,999 (£360,000 - £479,999 pa)	(35000)	*	*	-	-	-	*
		100%	100%	0%	0%	0%	100%
£40,000 - £49,999 (£480,000 - £599,999 pa)	(45000)	-	-	-	-	-	-
		0%	0%	0%	0%	0%	0%
£50,000 - £74,999 (£600,000 - £899,999 pa)	(62500)	-	-	-	-	-	-
		0%	0%	0%	0%	0%	0%
£75,000 - £99,999 (£900,000 - £1,199,999 pa)	(87500)	-	-	-	-	-	-
		0%	0%	0%	0%	0%	0%
£100,000 - £299,999 (£1,200,000 - £3,599,999 pa)	(200000)	-	-	-	-	-	-
		0%	0%	0%	0%	0%	0%
£300,000 - £499,999 (£3,600,000 - £5,999,999 pa)	(400000)	-	-	-	-	-	-
		0%	0%	0%	0%	0%	0%
£500,000+ (£6,000,000+ pa)	(600000)	-	-	-	-	-	-
		0%	0%	0%	0%	0%	0%
Columns Tested: a,b - a,b,c,d							

QV1.2 On average, how much money does your organisation spend in total per month on sending mail items? Please think about all the letters, packets and parcels you may send as an organisation.

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-£99 per
month

£100+ per
month

Don't know -
PROBE FULLY.

Answered
Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1282	133	3	307	342	314	319
81%	54%	41%	79%	85%	79%	79%
				acd		
309	113	4	80	59	86	84
19%	46%	59%	21%	15%	21%	21%
			b		b	b
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
1591	246	7	387	401	400	403
165.57	466.85	701.65	107.44	184.22	202.65	166.02
					a	

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
0-24%	193	18	24	8	12	17	37	32	13	11	8	7	6	172
	12%	20%	16%	5%	13%	13%	13%	14%	10%	11%	10%	10%	8%	13%
		chjkl	cl											
25-49%	55	5	8	7	*	-	16	3	5	3	2	3	2	47
	3%	5%	5%	5%	*%	-%	6%	1%	4%	3%	3%	4%	3%	3%
		de	de	e			de		e			e	e	e
50-74%	144	8	14	26	5	6	22	25	12	2	8	8	8	120
	9%	9%	9%	16%	6%	5%	8%	11%	9%	2%	9%	11%	11%	9%
		i	i	delim			i	i	i		i	i	ei	i
75-100%	1200	57	110	119	70	103	205	169	107	89	63	53	54	1029
	75%	65%	70%	74%	80%	82%	73%	74%	78%	85%	77%	75%	77%	75%
				a	a	ab			a	abfm	a		a	a
Answered	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Mean	80.20	71.53	76.55	82.30	81.56	82.14	78.05	80.52	81.67	85.75	81.93	81.15	82.57	79.93
				a		a			a	ab	a	a	a	a
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 11 (continuation)

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Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
193	7	39	2	7	84	4	44	187	4	2	*	6	114	79
12%	5%	28%	9%	5%	22%	5%	7%	12%	9%	14%	5%	10%	14%	10%
		adfg			adfg								b	
55	5	8	2	1	16	-	18	52	1	1	*	3	30	25
3%	4%	5%	9%	1%	4%	-%	3%	3%	3%	6%	5%	4%	4%	3%
		df			d									
144	10	13	3	5	38	4	71	138	5	1	*	6	77	66
9%	8%	9%	16%	3%	10%	5%	11%	9%	12%	6%	3%	9%	9%	9%
					d		d		d					
1200	101	81	15	129	236	75	532	1151	31	11	7	49	602	598
75%	82%	58%	66%	91%	63%	90%	80%	75%	75%	73%	88%	76%	73%	78%
	be			abeg		beg	be				ac		a	
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
80.20	86.38	63.38	77.52	89.69	70.10	90.59	85.22	80.19	80.99	76.94	83.74	80.43	78.36	82.17
	be			be		be	be						a	

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Table 11 (continuation)

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Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
0-24%	193	98	17	9	3	98	95	17	81	95	111	21	16	10	7	3	-
	12%	13%	23%	13%	19%	8%	31%	3%	10%	31%	12%	8%	10%	8%	11%	15%	-%
			a				a		a	ab							
25-49%	55	28	4	*	1	27	27	2	25	27	32	17	*	5	*	1	-
	3%	4%	5%	1%	5%	2%	9%	%	3%	9%	3%	6%	%	4%	%	4%	-%
							a		a	ab	c	ace		c		c	
50-74%	144	78	6	7	1	106	38	18	88	38	76	34	16	10	6	3	-
	9%	10%	8%	10%	5%	8%	12%	4%	11%	12%	8%	13%	10%	8%	10%	13%	-%
							a		a	a		a					
75-100%	1200	555	48	54	11	1051	149	471	580	149	717	189	126	100	48	16	3
	75%	73%	65%	77%	72%	82%	48%	93%	75%	48%	77%	73%	80%	80%	79%	69%	100%
						b		bc	c								
Answered	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Mean	80.20	78.81	69.22	83.33	75.76	85.58	57.86	93.65	80.28	57.86	81.62	79.32	82.56	83.27	82.64	78.03	99.17
		b		b		b		bc	c								

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 11 (continuation)

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Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
193	86	23	30	26	21	118	74	111	81	75	102	14
12%	15%	40%	58%	85%	81%	8%	68%	8%	53%	6%	36%	57%
	a	ab	abc	abc	abc		a		a		a	
55	33	8	10	3	1	42	12	30	24	20	34	*
3%	6%	14%	19%	9%	4%	3%	11%	2%	16%	2%	12%	2%
	a	a					a		a		a	
144	121	12	5	1	2	137	7	127	16	100	43	1
9%	21%	21%	10%	2%	7%	9%	6%	9%	11%	8%	15%	4%
	d	d									a	
1200	350	14	6	1	2	1184	16	1169	31	1085	105	10
75%	59%	24%	13%	4%	7%	80%	15%	81%	20%	85%	37%	38%
	bcde	de				b		b		b		
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
80.20	68.20	40.42	26.98	15.25	18.84	84.23	26.69	85.26	33.27	88.11	48.62	40.55
	bcde	cde	d			b		b		b		

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Table 11 (continuation)

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Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
0-24%	193	59	34	90	137	98	147	179	49	111	95	158	2	26	104	161	24
	12%	7%	13%	20%	9%	11%	10%	28%	11%	39%	9%	38%	22%	8%	22%	11%	21%
			a	ab			abceg			abcdeg		c			b		b
25-49%	55	30	6	18	48	37	51	49	19	30	39	43	*	11	25	51	8
	3%	4%	2%	4%	3%	4%	3%	8%	4%	11%	4%	10%	3%	3%	5%	3%	7%
							abceg			abceg		c					b
50-74%	144	77	24	43	140	122	143	122	50	52	104	81	2	55	69	140	21
	9%	9%	9%	9%	9%	13%	9%	19%	11%	18%	10%	20%	15%	17%	15%	9%	18%
						acg	abceg			abceg					b		b
75-100%	1200	692	197	304	1165	662	1176	285	343	93	842	133	6	233	277	1158	62
	75%	81%	75%	67%	78%	72%	78%	45%	75%	32%	78%	32%	60%	72%	58%	77%	54%
		c	c		bdf	df	bdf	f	df		bdf			a		ac	
Answered	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Mean	80.20	85.29	79.45	72.38	82.97	78.89	82.40	55.93	79.67	46.30	82.47	45.82	63.74	76.53	66.61	81.47	64.01
		bc	c		bdef	df	bdf	f	df		bdf			a		ac	

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 11 (continuation)

Page 136

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	*f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
0-24%																	
193	116	97	26	6	143	188	152	189	173	191	-	119	191	40	64	113	16
12%	10%	10%	19%	14%	10%	12%	11%	12%	14%	12%	-%	15%	12%	21%	32%	10%	8%
			c						b					ab	bc		
25-49%																	
55	39	37	11	*	36	54	46	54	52	55	-	37	52	7	14	30	11
3%	3%	4%	8%	1%	3%	3%	3%	3%	4%	4%	-%	5%	3%	4%	7%	3%	5%
			c												b		b
50-74%																	
144	125	96	11	3	128	141	131	141	126	144	-	85	140	30	20	101	20
9%	10%	10%	8%	7%	9%	9%	10%	9%	10%	9%	-%	10%	9%	16%	10%	8%	10%
														ab			
75-100%																	
1200	923	764	89	34	1070	1179	1009	1184	865	1171	-	577	1182	110	99	943	155
75%	77%	77%	65%	79%	78%	75%	75%	75%	71%	75%	-%	71%	76%	59%	51%	79%	77%
			a			d	d	d		d		c	ac		a	a	a
Answered																	
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
80.20	81.99	81.63	69.93	80.10	82.39	80.23	80.35	80.24	76.79	79.95	-	76.19	80.26	66.55	58.26	83.46	82.40
			a			d	d	d		d		c	ac		a	a	a

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 11 (continuation)

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Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
193	64	27	99	110	83	185	8	129	20	44	133	25	86
12%	44%	32%	7%	11%	14%	13%	5%	11%	25%	15%	10%	46%	38%
	c	c				b			a	b			
55	13	7	35	35	19	53	2	29	2	19	35	6	24
3%	9%	8%	3%	4%	3%	4%	1%	2%	3%	7%	3%	10%	10%
	c	c								b			
144	10	10	123	105	39	138	5	114	10	27	116	10	28
9%	7%	12%	9%	10%	7%	10%	4%	9%	13%	9%	9%	18%	12%
				b		b							
1200	59	42	1090	754	446	1071	129	942	46	199	991	14	88
75%	41%	48%	81%	75%	76%	74%	89%	78%	59%	69%	78%	26%	39%
			ab				a	b			a		
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
80.20	48.28	55.57	85.27	80.67	79.40	79.19	90.31	81.99	69.13	74.18	82.45	40.50	48.22
			ab				a	b		a			

Letters and large letters (WRITE IN:) (QV1.3a Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
193	103	4	51	59	44	39
12%	42%	52%	13%	15%	11%	10%
				d		
55	25	-	15	16	7	17
3%	10%	-%	4%	4%	2%	4%
				c		c
144	31	*	39	33	34	39
9%	13%	6%	10%	8%	8%	10%
1200	87	3	283	293	316	308
75%	35%	41%	73%	73%	79%	76%
				b		
1591	246	7	387	401	400	403
80.20	45.62	43.77	78.15	77.88	83.41	81.30
				ab		

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Table 12

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Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
0-24%	1195	55	109	121	69	99	203	174	106	88	64	52	55	1024
	75%	63%	70%	76%	79% a	79% a	73%	76%	77% a	84% abf	78% a	74%	78% a	75% a
25-49%	99	7	8	18	3	10	13	15	5	3	4	5	7	83
	6%	9%	5%	11% hij	4%	8%	5%	7%	3%	3%	5%	8%	9% h	6%
50-74%	99	7	11	10	4	3	24	8	14	1	7	6	4	82
	6%	8% i	7% i	7%	4%	2%	9% ei	3%	10% egi	1%	8% ei	9% ei	5%	6% i
75-100%	198	18	28	11	11	14	40	32	13	13	7	7	5	179
	12%	20% chjkl	18% cjkl	7%	13%	11%	14% l	14%	10%	12%	9%	10%	7%	13% l
Answered	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Mean	18.75	26.33 ceijlm	23.25 ll	16.48	18.19	15.79	21.12	17.97	18.28	13.67	16.66	18.31	14.97	19.09
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 12 (continuation)

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Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1195	103	82	15	126	237	72	528	1147	31	10	7	48	602	593
75%	84%	58%	66%	89%	63%	87%	79%	75%	76%	72%	85%	76%	73%	77%
	be			beg		be	be							
99	5	9	2	5	22	6	49	93	4	1	*	6	53	46
6%	4%	6%	10%	3%	6%	8%	7%	6%	10%	8%	4%	9%	6%	6%
									a					
99	4	14	4	3	28	-	44	96	2	1	*	4	52	47
6%	3%	10%	17%	2%	8%	-%	7%	6%	6%	6%	5%	6%	6%	6%
		adf			df		f							
198	10	36	1	7	86	4	44	192	3	2	1	6	116	82
12%	8%	26%	7%	5%	23%	5%	7%	13%	9%	15%	6%	10%	14%	11%
		adfg			adfg								b	
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
18.75	11.79	34.92	21.22	9.91	28.99	9.02	13.67	18.78	17.36	21.32	15.49	18.02	20.61	16.76
		adfg			adfg								b	

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Table 12 (continuation)

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Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
0-24%	1195	558	50	54	11	1046	149	474	572	149	716	191	123	98	47	16	3
	75%	73%	68%	77%	70%	82% b	48%	93% bc	74% c	48%	77%	73%	78%	79%	77%	70%	100%
25-49%	99	51	5	6	1	71	28	12	59	28	47	17	16	9	7	3	-
	6%	7%	7%	9%	5%	6%	9% a	2%	8% a	9% a	5%	7%	10% a	7%	11% a	11%	-%
50-74%	99	50	5	1	1	70	29	8	62	29	60	30	3	5	*	1	-
	6%	7% c	6%	1%	4%	5%	9% a	2%	8% a	9% a	6% ce	12% acde	2%	4%	1%	4%	-%
75-100%	198	102	14	9	3	95	103	14	81	103	112	22	16	13	6	3	-
	12%	13%	19%	13%	21%	7%	33% a	3%	10% a	33% ab	12%	8%	10%	10%	11%	15%	-%
Answered	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Mean	18.75	20.04	25.71	16.29	24.24	13.39	40.99 a	5.26	18.74 a	40.99 ab	17.18	19.45	16.91	16.14	16.84	21.02	0.83

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 12 (continuation)

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Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
1195	339	13	6	1	2	1176	19	1159	36	1077	108	10
75%	57%	22%	12%	3%	8%	79%	17%	81%	24%	84%	38%	38%
	bcde	d				b		b		b		
99	82	10	3	1	2	95	4	93	6	70	28	*
6%	14%	18%	7%	2%	6%	6%	3%	6%	4%	6%	10%	2%
		d								a		
99	82	7	8	1	1	84	15	68	31	59	39	1
6%	14%	11%	16%	4%	4%	6%	14%	5%	20%	5%	14%	3%
							a		a		a	
198	87	28	34	28	21	125	72	117	79	73	110	14
12%	15%	49%	66%	90%	82%	8%	66%	8%	52%	6%	39%	57%
		a	a	abc	ab		a		a		a	
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
18.75	30.31	58.36	72.51	83.93	80.93	14.87	70.30	13.89	63.86	11.11	49.17	58.15
		a	ab	abc	ab		a		a		a	

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Table 12 (continuation)

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Parcels and packets (WRITE IN:.) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
0-24%	1195	692	193	304	1157	658	1170	273	335	94	837	133	4	222	268	1153	59
	75%	81%	74%	67%	78%	72%	77%	43%	73%	33%	78%	32%	36%	68%	56%	76%	51%
		bc	c		bdef	df	bdf	f	df		bdef			a		ac	
25-49%	99	49	18	31	98	80	99	83	40	37	71	46	4	45	50	97	20
	6%	6%	7%	7%	7%	9%	7%	13%	9%	13%	7%	11%	39%	14%	11%	6%	18%
					c			abceg		abceg					b		ab
50-74%	99	56	12	31	93	75	94	90	32	36	71	68	*	31	56	93	10
	6%	7%	5%	7%	6%	8%	6%	14%	7%	13%	7%	16%	1%	9%	12%	6%	9%
								abceg		abceg		c			b		
75-100%	198	62	38	89	143	107	155	189	53	118	99	167	3	27	102	168	27
	12%	7%	14%	19%	10%	12%	10%	30%	11%	41%	9%	40%	24%	8%	21%	11%	23%
			a	a				abceg		abcdeg		c			b		b
Answered	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Mean	18.75	13.81	20.18	25.86	16.10	20.14	16.64	42.65	19.12	51.49	16.26	52.59	35.66	22.41	31.48	17.53	33.36
			a	ab		acg		abceg	a	abcdeg		c			b		b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 12 (continuation)

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Parcels and packets (WRITE IN:.) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	*f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
0-24%	1195	921	87	36	1063	1174	1002	1179	856	1166	-	574	1177	104	94	938	161
75%	77%	76%	64%	81%	77%	75%	75%	75%	70%	75%	-%	70%	75%	56%	48%	79%	80%
				a	a	d	d	d	d	d		c	ac		a	a	a
25-49%	99	85	9	2	87	96	90	96	86	99	-	58	96	23	19	65	12
	6%	7%	7%	4%	6%	6%	7%	6%	7%	6%	-%	7%	6%	12%	10%	5%	6%
														ab	b		
50-74%	99	78	15	2	76	98	91	99	93	99	-	64	95	18	15	74	11
	6%	7%	11%	4%	6%	6%	7%	6%	8%	6%	-%	8%	6%	10%	7%	6%	5%
			c														
75-100%	198	119	26	5	151	194	155	194	181	197	-	124	196	42	70	111	17
	12%	10%	19%	10%	11%	12%	12%	12%	15%	13%	-%	15%	13%	22%	35%	9%	9%
			c						bc					ab	bc		
Answered	1591	1203	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Mean	18.75	16.91	28.13	17.47	16.79	18.71	18.64	18.70	22.27	18.99	-	22.68	18.69	31.82	40.70	15.62	15.78
			c						abce			b		ab	bc		

Ofcom; Business Postal Tracker

Table 12 (continuation)

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Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
1195	57	40	1089	755	440	1069	126	934	49	192	993	19	86
75%	39%	46%	81%	75%	75%	74%	87%	77%	62%	66%	78%	36%	38%
			ab				a	b			a		
99	19	5	74	59	40	92	7	72	6	28	70	3	22
6%	13%	6%	6%	6%	7%	6%	5%	6%	7%	10%	6%	6%	10%
	c									b			
99	10	12	77	76	23	96	3	76	3	21	77	9	27
6%	7%	14%	6%	8%	4%	7%	2%	6%	4%	7%	6%	16%	12%
		c		b		b							
198	60	29	107	115	84	189	9	132	21	48	134	23	91
12%	41%	34%	8%	11%	14%	13%	6%	11%	27%	17%	10%	42%	40%
	c	c				b			a	b			
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
18.75	47.32	44.08	13.99	18.20	19.69	19.67	9.57	16.97	29.14	24.42	16.58	55.27	49.87
	c	c				b			a	b			

Parcels and packets (WRITE IN:) (QV1.3b Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%
Unweighted total
Weighted total
0-24%
25-49%
50-74%
75-100%
Answered
Mean
Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1195	89	3	287	293	315	301
75%	36%	48%	74%	73%	79%	75%
99	23	-	36	19	15	28
6%	9%	-%	9%	5%	4%	7%
			bc			
99	29	-	16	29	25	30
6%	12%	-%	4%	7%	6%	7%
						a
198	105	4	49	60	45	44
12%	43%	52%	13%	15%	11%	11%
1591	246	7	387	401	400	403
18.75	52.01	52.61	19.65	20.60	16.31	18.47

Ofcom; Business Postal Tracker

Table 13

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Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
0-24%	1570	85	156	158	87	123	277	225	138	104	80	67	1353
99%	97%	100%	98%	100%	98%	99%	99%	100%	99%	98%	99%	96%	99%
		al						l			l		l
25-49%	6	2	-	-	-	*	*	-	1	1	1	1	4
*%	2%	-%	-%	-%	-%	*%	*%	-%	1%	1%	1%	2%	*%
	m											m	
50-74%	6	-	-	2	*	1	-	-	-	1	-	1	4
*%	-%	-%	2%	*%	1%	-%	-%	-%	-%	1%	-%	2%	*%
												m	
75-100%	8	1	-	-	1	3	3	-	-	-	-	1	8
1%	1%	-%	-%	-%	1%	1%	1%	-%	-%	-%	-%	1%	1%
Answered	1591	88	156	160	88	125	280	228	138	105	82	71	1368
Mean	1.05	2.15	0.21	1.22	0.25	2.07	0.83	1.51	0.05	0.58	1.42	0.53	0.98
		h								h		bhkm	

Ofcom; Business Postal Tracker

Table 13 (continuation)

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Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1570	120	138	21	140	370	83	655	1508	39	14	8	62	811	759
99%	98%	98%	98%	99%	99%	100%	99%	99%	97%	98%	99%	97%	99%	99%
6	*	2	-	1	1	*	2	6	1	-	*	1	5	2
*%	*%	1%	-%	1%	*%	*%	*%	*%	2%	-%	1%	1%	1%	*%
6	-	*	*	*	-	-	5	6	*	*	-	1	3	3
*%	-%	*%	2%	*%	-%	-%	1%	*%	1%	2%	-%	1%	*%	*%
8	1	1	-	-	3	-	3	8	*	*	-	*	4	4
1%	1%	1%	-%	-%	1%	-%	*%	1%	*%	1%	-%	*%	1%	1%
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1.05	1.83	1.70	1.25	0.40	0.91	0.40	1.11	1.03	1.65	1.74	0.77	1.55	1.03	1.07

Ofcom; Business Postal Tracker

Table 13 (continuation)

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Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
0-24%	1570	748	69	70	16	1265	305	501	765	305	920	257	156	123	61	23	3
	99%	98%	94%	100%	100%	99%	99%	98%	99%	99%	98%	99%	99%	99%	100%	98%	100%
25-49%	6	5	*	-	-	3	3	2	1	3	4	-	1	1	*	*	-
	%	1%	%	-%	-%	%	1%	%	%	1%	%	-%	%	1%	%	2%	-%
							a			b						b	
50-74%	6	5	*	*	-	6	1	3	3	1	5	1	1	*	-	-	-
	%	1%	%	%	-%	%	%	1%	%	%	%	%	%	%	-%	-%	-%
75-100%	8	2	4	-	-	8	*	3	5	*	6	2	*	-	-	-	-
	1%	%	6%	-%	-%	1%	%	1%	1%	%	1%	1%	%	-%	-%	-%	-%
			ac														
Answered	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Mean	1.05	1.14	5.06	0.39	-	1.03	1.14	1.09	0.98	1.14	1.20	1.24	0.53	0.59	0.52	0.95	-
			ac														

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 13 (continuation)

Page 150

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
1570	579	57	51	30	25	1464	104	1422	146	1266	278	25
99%	98%	98%	100%	99%	100%	99%	96%	99%	96%	99%	98%	98%
	b					b		b				
6	6	*	-	*	-	4	2	4	2	4	2	*
*%	1%	1%	-%	1%	-%	*%	2%	*%	2%	*%	1%	2%
						a		a				
6	3	*	*	-	-	6	*	5	1	5	1	*
*%	*%	1%	*%	-%	-%	*%	*%	*%	1%	*%	*%	*%
8	3	-	-	-	-	6	3	6	3	5	3	-
1%	1%	-%	-%	-%	-%	*%	2%	*%	2%	*%	1%	-%
						a		a				
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
1.05	1.49	1.22	0.51	0.82	0.23	0.90	3.01	0.86	2.87	0.79	2.21	1.30
						a		a			a	

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Table 13 (continuation)

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Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
1570	848	259	446	1473	909	1500	624	453	278	1062	407	11	321	463	1491	111
99%	99%	99%	98%	99%	99%	99%	98%	99%	97%	98%	98%	100%	99%	97%	99%	96%
				f	f	f									ac	
25-49%	6	5	1	5	4	5	5	2	4	4	4	-	3	4	6	3
*%	1%	*%	*%	*%	*%	*%	1%	*%	1%	*%	1%	-%	1%	1%	*%	3%
									ac							b
50-74%	6	5	*	6	3	6	3	2	1	6	1	-	2	6	6	1
*%	1%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	-%	1%	1%	*%	1%
75-100%	8	2	-	7	3	7	3	3	3	7	3	-	*	3	7	-
1%	*%	-%	1%	*%	*%	*%	*%	1%	1%	1%	1%	-%	*%	1%	*%	-%
			ab													
Answered	1591	859	260	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Mean	1.05	0.90	0.37	0.93	0.97	0.96	1.42	1.21	2.21	1.28	1.59	0.60	1.06	1.91	1.00	2.63
			b						abc					b		b

Ofcom; Business Postal Tracker

Table 13 (continuation)

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Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
0-24%	1570	1186	134	42	1363	1542	1321	1547	1202	1540	-	807	1543	184	193	1174	198
	99%	99%	98%	96%	99%	99%	99%	99%	99%	99%	-%	99%	99%	98%	98%	99%	98%
25-49%	6	5	2	2	4	6	4	6	5	6	-	5	6	2	2	4	1
	1%	1%	1%	4%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
				ac													
50-74%	6	6	*	*	5	6	6	6	3	6	-	1	6	1	1	4	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
75-100%	8	6	3	-	5	8	7	8	5	8	-	5	8	-	-	6	3
	1%	1%	2%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	1%	1%
			c														
Answered	1591	1203	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Mean	1.05	1.09	1.94	2.43	0.82	1.06	1.01	1.06	0.94	1.07	-	1.13	1.05	1.63	1.04	0.92	1.82

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 13 (continuation)

Page 153

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
0-24%	138	86	1335	989	581	1426	144	1199	76	283	1260	51	221
99%	94%	100%	99%	98%	99%	99%	100%	99%	97%	98%	99%	95%	98%
25-49%	6	3	3	4	2	6	*	4	*	2	4	2	1
*%	2%	-	*%	*%	*%	*%	*%	*%	*%	1%	*%	4%	*%
	c											b	
50-74%	6	1	5	6	1	6	-	2	2	5	2	1	1
*%	1%	*%	*%	1%	*%	*%	-%	*%	3%	2%	*%	1%	*%
									a	b			
75-100%	8	5	3	6	3	8	-	8	-	-	8	-	3
1%	3%	-	*%	1%	*%	1%	-%	1%	-%	-%	1%	-%	1%
	c												
Answered	1591	146	86	1004	587	1447	144	1213	78	290	1275	54	225
Mean	1.05	4.40	0.35	1.12	0.92	1.14	0.13	1.04	1.74	1.40	0.96	4.23	1.91
		bc											

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Table 13 (continuation)

Page 154

Other mail items (WRITE IN:) (QV1.3c Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1570	240	7	378	393	399	401
99%	98%	100%	98%	98%	100%	100%
					ab	ab
6	2	-	1	4	*	1
*%	1%	-%	*%	1%	*%	*%
6	1	-	5	*	*	1
*%	*%	-%	1%	*%	*%	*%
			bc			
8	3	-	4	4	1	*
1%	1%	-%	1%	1%	*%	*%
1591	246	7	387	401	400	403
1.05	2.37	3.63	2.21	1.52	0.27	0.23
			cd	cd		

Ofcom; Business Postal Tracker

Table 14

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QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
		1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Unweighted total		1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Weighted total															
1-24	(12.5)	935 59%	54 62%	95 61% l	91 57%	46 52%	75 60%	169 60% l	141 62% l	81 58%	65 62% l	48 59% l	36 51%	35 49%	816 60% kl
25 - 49	(37.0)	260 16%	20 22% b	18 12%	20 13%	14 16%	21 16%	36 13%	33 14%	34 25% bcfjm	24 23% bf	13 16%	15 21% bf	12 17%	220 16%
50 - 99	(75.0)	158 10%	6 7%	15 9%	22 14% h	7 8%	13 10%	31 11% h	20 9%	6 4%	12 12% h	9 11% h	7 10%	10 14% h	132 10% h
100 - 249	(175.0)	124 8%	5 6%	14 9% i	19 12% i	11 13% i	8 6%	16 6%	17 7%	11 8%	2 2%	7 9% i	8 11% i	6 8% i	104 8% i
250 - 499	(375.0)	61 4%	2 2%	9 6% jk	5 3%	3 3%	2 2%	15 5% j	14 6% jk	4 3%	1 1%	1 1%	1 2%	5 8% eijkm	54 4% j
500 - 4,999	(2750.0)	23 1%	* *%	1 *%	* *%	3 3%	5 4% m	4 1%	4 2%	* *%	* *%	3 4% bhm	2 3%	1 2%	17 1%
5,000 - 49,999	(27500.0)	3 *%	- -%	- -%	- -%	* *%	- -%	3 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 *%
50,000 - 499,999	(275000.0)	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
500,000 - 4,999,999	(2750000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
5m +	(5500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't send letters / large letters		27 2%	- -%	5 3%	3 2%	4 5% gl	3 2%	6 2%	- -%	3 2%	- -%	1 2%	1 2%	1 2%	23 2%
Don't know		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
1-49		1195 75%	74 84% bcdkl	113 72%	111 69%	59 68%	96 76%	205 73%	174 76%	115 83% bcdkl	89 85% bcdijklm	61 74%	52 73%	47 66%	1036 76% l
50+		369 23%	14 16%	38 25% h	46 29% hi	24 28% hi	27 22%	69 25% h	55 24%	20 15%	16 15%	19 24% h	18 25% hi	22 32% aehim	310 23% h
Answered Mean		1564 180.93	88 645.16	152 69.82	157 61.45	84 215.04	123 139.39	274 398.50	228 98.02	135 50.48	105 41.98	80 145.00	70 126.12	69 115.65	1345 189.25
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m															

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Table 14 (continuation)

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QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

		TOTAL	Industry							Business Size					Urbanity	
			Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95% Unweighted total Weighted total			a 126	b 167	c 23	d 132	e 366	f 75	g 662	a 1203	b 249	c 88	d 51	e 388	a 801	b 790
		1591 122	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1-24	(12.5)	935 59%	76 62% bf	71 51%	12 54%	88 62% f	208 56%	37 45%	418 63% bef	920 60% bcde	12 29% c	1 8%	2 18%	15 23% c	476 58%	459 60%
25 - 49	(37.0)	260 16%	28 23% g	27 19% g	7 31%	28 20% g	69 19% g	13 15%	81 12%	249 16%	7 18%	3 18%	1 10%	11 17%	122 15%	137 18%
50 - 99	(75.0)	158 10%	7 5%	23 17% aeg	2 7%	15 10%	35 9%	16 20% aeg	57 9%	147 10%	7 18% a	2 16%	1 12%	11 17% a	86 11%	71 9%
100 - 249	(175.0)	124 8%	3 2%	8 5%	2 8%	11 8% a	29 8% a	7 8% a	59 9% a	111 7%	7 17% a	4 28% ab	2 24% a	13 21% a	65 8%	60 8%
250 - 499	(375.0)	61 4%	3 3%	6 4% d	* 1%	1 *%	9 3%	7 8% de	34 5% d	54 4%	4 9% a	1 10% a	1 16% a	6 10% a	38 5%	23 3%
500 - 4,999	(2750.0)	23 1%	3 3%	4 3%	- -%	* *%	4 1%	3 3%	8 1%	16 1%	3 7% a	3 18% ab	2 19% ab	7 11% a	15 2%	8 1%
5,000 - 49,999	(27500.0)	3 *%	- -%	- -%	- -%	- -%	- -%	* *%	3 *%	3 *%	* 1%	- -%	- -%	* *%	* *%	3 *%
50,000 - 499,999	(275000.0)	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 1% a	- -%	* *%	* *%	- -%
500,000 - 4,999,999	(2750000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
5m +	(5500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't send letters / large letters		27 2%	2 1%	2 1%	- -%	- -%	18 5% bdg	- -%	5 1%	27 2% b	- -%	* 2% b	- -%	* *% b	20 2% b	7 1%
Don't know		- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
1-49		1195 75%	105 86% befg	98 70%	19 84%	115 81% bf	277 74% f	50 61%	499 75% f	1169 77% bcde	19 48% cd	4 26%	2 29%	26 40% c	599 73%	596 78% a
50+		369 23%	16 13%	41 29% ade	3 16%	26 19%	78 21%	33 39% adeg	161 24% a	332 22% a	21 52% a	10 72% abe	6 71% ab	38 59% a	204 25%	165 22%
Answered Mean		1564 180.93	121 114.06	139 137.18	22 39.52	142 45.65	355 225.54	83 231.98	660 213.38	1501 132.47	41 437.08	14 4271.18	8 638.92	63 1328.64	803 175.99	761 186.14

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QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

		TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
			£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total		1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total		1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
1-24	(12.5)	935	514	19	21	8	893	42	486	407	42	935	-	-	-	-	-	-
		59%	68%	26%	30%	48%	70%	14%	96%	53%	14%	100%	-%	-%	-%	-%	-%	-%
			bcd			bc	b		bc	c		bcd						
25 - 49	(37.0)	260	116	20	12	2	208	52	19	189	52	-	260	-	-	-	-	-
		16%	15%	27%	17%	10%	16%	17%	4%	24%	17%	-%	100%	-%	-%	-%	-%	-%
				ad						ac	a		ac					
50 - 99	(75.0)	158	60	13	11	1	119	38	*	119	38	-	-	158	-	-	-	-
		10%	8%	17%	15%	5%	9%	12%	%	15%	12%	-%	-%	100%	-%	-%	-%	-%
				ad	a					a	a			ab				
100 - 249	(175.0)	124	44	9	18	2	39	85	1	38	85	-	-	-	124	-	-	-
		8%	6%	12%	26%	13%	3%	28%	%	5%	28%	-%	-%	-%	100%	-%	-%	-%
				a	ab	a		a		a	ab				ab			
250 - 499	(375.0)	61	9	10	4	2	7	54	-	7	54	-	-	-	-	61	-	-
		4%	1%	13%	5%	10%	1%	17%	-%	1%	17%	-%	-%	-%	-%	100%	-%	-%
				a	a	a		a		a	ab					ab		
500 - 4,999	(2750.0)	23	3	*	1	2	*	23	-	*	23	-	-	-	-	-	23	-
		1%	%	1%	2%	11%	%	7%	-%	%	7%	-%	-%	-%	-%	-%	100%	-%
						abc		a			ab					abcde		
5,000 - 49,999	(27500.0)	3	-	-	3	*	-	3	-	-	3	-	-	-	-	-	-	3
		%	-%	-%	4%	1%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	94%
					a	a		a			ab							
50,000 - 499,999	(275000.0)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-	*
		%	-%	-%	-%	1%	-%	%	-%	-%	%	-%	-%	-%	-%	-%	-%	6%
						a												
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		27	14	3	-	-	15	12	2	13	12	-	-	-	-	-	-	-
		2%	2%	4%	-%	-%	1%	4%	%	2%	4%	-%	-%	-%	-%	-%	-%	-%
				c				a		a	ab							
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		1195	630	39	34	9	1101	94	505	596	94	935	260	-	-	-	-	-
		75%	83%	53%	48%	58%	86%	30%	99%	77%	30%	100%	100%	-%	-%	-%	-%	-%
			bcd				b		bc	c		cdef	cdef					
50+		369	116	32	37	7	166	204	2	164	204	-	-	158	124	61	23	3
		23%	15%	43%	52%	42%	13%	66%	%	21%	66%	-%	-%	100%	100%	100%	100%	100%
				a	a	a		a		a	ab			ab	ab	ab	ab	
Answered		1564	746	71	70	16	1267	297	506	760	297	935	260	158	124	61	23	3
Mean		180.93	46.87	119.24	1324.80	4124.38	29.72	825.10	13.86	40.28	825.10	12.50	37.00	75.00	175.00	375.00	2750.00	41196

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Table 14 (continuation)

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QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

		TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
			1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95% Unweighted total Weighted total			a	b	c	d	e	a	b	a	b	a	b	*c
		1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1-24	(12.5)	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
		935	320	22	17	2	7	881	54	854	81	789	138	8
		59%	54%	38%	34%	7%	30%	59%	50%	59%	53%	62%	48%	34%
			bcde	d	d	d	d	b				b		
25 - 49	(37.0)	260	117	8	12	8	1	243	17	233	27	203	54	3
		16%	20%	13%	23%	27%	3%	16%	16%	16%	18%	16%	19%	13%
			e		e	e								
50 - 99	(75.0)	158	80	4	9	1	4	151	7	150	7	123	34	-
		10%	13%	7%	17%	5%	16%	10%	7%	10%	5%	10%	12%	-%
								b						
100 - 249	(175.0)	124	33	11	7	6	5	109	16	105	19	94	26	4
		8%	6%	19%	15%	18%	18%	7%	14%	7%	13%	7%	9%	15%
				a	a	a	a		a		a			
250 - 499	(375.0)	61	20	9	4	5	3	57	3	56	5	45	15	1
		4%	3%	16%	7%	16%	10%	4%	3%	4%	3%	3%	5%	3%
				a		a								
500 - 4,999	(2750.0)	23	6	1	*	5	3	22	*	21	2	14	8	*
		1%	1%	2%	1%	15%	10%	2%	1%	1%	1%	1%	3%	1%
						abc	ac						a	
5,000 - 49,999	(27500.0)	3	-	-	-	-	-	3	-	3	-	3	-	-
		1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
50,000 - 499,999	(275000.0)	*	-	-	-	-	*	*	-	*	-	*	-	-
		1%	-%	-%	-%	-%	1%	1%	-%	1%	-%	1%	-%	-%
							a							
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		27	15	3	2	4	3	15	11	15	11	7	9	9
		2%	2%	4%	4%	12%	13%	1%	10%	1%	7%	1%	3%	34%
					a	a	a		a		a		a	
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		1195	437	29	29	10	8	1123	72	1087	108	992	191	12
		75%	74%	51%	57%	34%	32%	76%	66%	76%	71%	78%	67%	46%
			bcde		de			b				b		
50+		369	139	26	20	16	14	343	27	336	34	280	84	5
		23%	23%	45%	39%	54%	55%	23%	24%	23%	22%	22%	30%	19%
			a	a	a	a	a					a	a	
Answered		1564	576	55	49	27	22	1466	98	1423	141	1272	275	17
Mean		180.93	76.37	180.78	99.93	588.47	2810.86	188.13	73.63	190.38	85.85	189.96	144.44	93.41

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Table 14 (continuation)

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QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

		TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
			Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%			a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total		1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total		1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
1-24	(12.5)	935	608	111	201	870	457	890	308	197	143	602	199	3	162	271	879	36
		59%	71%	43%	44%	58%	50%	59%	48%	43%	50%	56%	48%	30%	50%	57%	58%	31%
			bc			bdef	e	bdef			e	bde				c	c	
25 - 49	(37.0)	260	133	46	81	254	173	257	113	93	56	200	82	2	61	72	255	19
		16%	15%	18%	18%	17%	19%	17%	18%	20%	19%	19%	20%	22%	19%	15%	17%	16%
50 - 99	(75.0)	158	57	34	67	157	111	158	85	67	29	122	38	3	56	50	157	19
		10%	7%	13%	15%	11%	12%	10%	13%	15%	10%	11%	9%	32%	17%	11%	10%	16%
			a	a	a			c		ac					a			ab
100 - 249	(175.0)	124	38	41	45	121	96	124	56	48	25	84	41	1	20	34	121	20
		8%	4%	16%	10%	8%	10%	8%	9%	10%	9%	8%	10%	6%	6%	7%	8%	17%
				ac	a	ag												ab
250 - 499	(375.0)	61	8	17	34	61	57	61	35	36	14	46	19	*	21	19	61	10
		4%	1%	7%	7%	4%	6%	4%	5%	8%	5%	4%	5%	3%	6%	4%	4%	8%
				a	a	ac				acg								ab
500 - 4,999	(2750.0)	23	4	8	12	23	22	23	14	15	6	19	11	*	4	11	23	6
		1%	4%	3%	3%	2%	2%	2%	2%	3%	2%	2%	3%	2%	1%	2%	2%	5%
			a	a	a					ac								b
5,000 - 49,999	(27500.0)	3	-	-	3	3	*	3	-	3	-	3	-	-	-	*	3	-
		4%	-	-	1%	4%	4%	4%	-	1%	-	4%	-	-	-	4%	4%	-
			-	-	a					bd								-
50,000 - 499,999	(275000.0)	*	-	-	*	*	*	*	*	*	-	*	*	-	-	-	*	-
		1%	-	-	1%	1%	1%	1%	1%	1%	-	1%	1%	-	-	1%	1%	1%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't send letters / large letters		27	11	3	12	2	2	2	24	*	12	2	24	*	2	18	12	6
		2%	1%	1%	3%	4%	4%	4%	4%	4%	4%	4%	6%	4%	1%	4%	1%	6%
						abcefg					abcefg		c			b		b
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		1%	-	-	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%
1-49		1195	740	158	282	1124	630	1146	421	289	199	802	281	6	223	343	1134	55
		75%	86%	61%	62%	75%	69%	76%	66%	63%	70%	74%	68%	52%	69%	72%	75%	47%
			bc			bdef	e	bdef				bde				c	c	
50+		369	107	100	161	365	287	369	189	170	75	275	110	5	101	115	365	54
		23%	12%	38%	35%	24%	31%	24%	30%	37%	26%	26%	26%	44%	31%	24%	24%	47%
			a	a	a	acg	acg	acg	acg	abcdfg								ab
Answered		1564	847	257	443	1489	917	1516	610	460	274	1077	391	10	324	459	1498	109

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
180.93	43.29	155.87	464.04	188.95	195.22	186.24	209.84	473.16	117.64	233.72	267.01	111.19	95.55	131.80	187.78	236.67
	a	a	a													

Significance Level: 95%

Unweighted total

Weighted total

Mean

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 14 (continuation)

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QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total		1591	1205	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total		1591	1203	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
1-24	(12.5)	935	710	78	22	824	912	739	918	702	913	-	465	921	89	81	744	107
		59%	59%	57%	49%	60%	58%	55%	59%	58%	58%	-%	57%	59%	48%	41%	63%	53%
			b										c			ac	a	
25 - 49	(37.0)	260	202	24	11	219	260	236	260	192	257	-	137	257	29	26	204	29
		16%	17%	17%	24%	16%	17%	18%	17%	16%	16%	-%	17%	16%	15%	13%	17%	14%
50 - 99	(75.0)	158	114	11	*	145	154	147	154	128	157	-	89	153	25	30	98	29
		10%	10%	8%	1%	10%	10%	11%	10%	11%	10%	-%	11%	10%	13%	15%	8%	14%
			a													b		b
100 - 249	(175.0)	124	88	14	8	99	124	116	124	93	120	-	61	122	19	23	79	23
		8%	7%	10%	18%	7%	8%	9%	8%	8%	8%	-%	7%	8%	10%	12%	7%	11%
			a		c											b		b
250 - 499	(375.0)	61	53	4	2	54	61	57	61	54	61	-	38	58	13	16	38	7
		4%	4%	3%	5%	4%	4%	4%	4%	4%	4%	-%	5%	4%	7%	8%	3%	3%
															b	bc		
500 - 4,999	(2750.0)	23	22	5	1	18	23	23	23	21	23	-	13	22	4	9	9	4
		1%	2%	3%	3%	1%	1%	2%	1%	2%	1%	-%	2%	1%	2%	5%	1%	2%
																b		
5,000 - 49,999	(27500.0)	3	3	-	-	3	3	3	3	3	3	-	3	3	*	*	3	-
		*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	-%
50,000 - 499,999	(275000.0)	*	*	-	-	*	*	*	*	*	*	-	-	*	-	*	-	-
		*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	*%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		27	11	2	-	15	25	18	25	23	27	-	13	27	7	11	13	4
		2%	1%	1%	-%	1%	2%	1%	2%	2%	2%	-%	2%	2%	4%	5%	1%	2%
			b												ab	bc		
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		1195	912	102	32	1043	1172	975	1177	894	1170	-	601	1178	118	107	948	136
		75%	76%	74%	74%	76%	75%	73%	75%	73%	75%	-%	73%	75%	63%	55%	80%	67%
			b										c	c			ac	a
50+		369	280	33	12	319	365	346	366	299	364	-	204	359	61	79	227	62
		23%	23%	24%	26%	23%	23%	26%	23%	25%	23%	-%	25%	23%	33%	40%	19%	31%
			a												ab	b		b
Answered		1564	1192	135	44	1362	1537	1320	1543	1193	1534	-	805	1537	179	186	1175	199
Mean		180.93	219.96	142.35	144.97	190.18	182.97	208.10	182.37	220.27	183.64	-	207.08	180.97	160.53	527.57	136.55	105.86

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

		TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
			Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%			a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total		1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total		1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
1-24	(12.5)	935	72	40	817	580	355	814	121	728	49	149	778	22	106
		59%	49%	46%	61% ab	58%	61%	56%	84% a	60%	63%	51%	61% a	41%	47%
25 - 49	(37.0)	260	20	17	223	177	83	243	17	200	4	49	207	12	40
		16%	14%	19%	17%	18%	14%	17%	12%	16% b	5%	17%	16%	23%	18%
50 - 99	(75.0)	158	11	14	130	100	57	154	3	119	9	38	119	8	22
		10%	7%	16% ac	10%	10%	10%	11% b	2%	10%	11%	13% b	9%	16%	10%
100 - 249	(175.0)	124	13	9	100	85	40	122	2	93	9	22	98	5	23
		8%	9%	10%	7%	8%	7%	8% b	2%	8%	12%	8%	8%	10%	10%
250 - 499	(375.0)	61	11	4	45	33	28	61	-	39	5	20	40	1	12
		4%	8% c	4%	3%	3%	5%	4% b	-%	3%	6%	7% b	3%	2%	6%
500 - 4,999	(2750.0)	23	3	2	18	16	7	23	*	16	2	9	13	3	5
		1%	2%	2%	1%	2%	1%	2%	-%	1%	3%	3% b	1%	6%	2%
5,000 - 49,999	(27500.0)	3	3	-	*	-	3	3	-	3	-	-	3	-	-
		*%	2% c	-%	-%	-%	1% a	*%	-%	*%	-%	-%	*%	-%	-%
50,000 - 499,999	(275000.0)	*	*	-	-	*	-	*	-	*	-	*	-	-	-
		*%	*%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send letters / large letters		27	13	2	13	14	13	27	-	15	*	1	16	2	16
		2%	9% bc	2%	1%	1%	2%	2%	-%	1%	1%	*%	1%	4%	7%
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1-49		1195	92	56	1040	757	438	1056	138	928	53	198	985	34	146
		75%	63%	65%	77% ab	75%	75%	73%	96% a	76%	68%	68%	77% a	63%	65%
50+		369	41	28	294	234	135	363	6	271	25	91	274	18	63
		23%	28%	33% c	22%	23%	23%	25% b	4%	22%	32%	31% b	21%	33%	28%
Answered		1564	134	84	1334	991	573	1420	144	1199	78	289	1259	52	209

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Mean

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
180.93	1148.26	116.97	88.85	147.30	239.05	197.00	22.97	201.83	131.20	334.74	146.82	211.29	131.90
	c												

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 14 (continuation)

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QV2a. On average, how many letter items does your organisation send per month? Please think ONLY about all the letters and large letters you may send as an organisation.

Base: All respondents

		Satisfaction with other main provider		Quarter			
TOTAL		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total		249	5	387	401	400	403
Weighted total		246	7	387	401	400	403
1-24	(12.5)	935	120	230	258	223	224
		59%	49%	60%	64%	56%	56%
					cd		
25 - 49	(37.0)	260	41	65	57	57	80
		16%	17%	17%	14%	14%	20%
			41%				bc
50 - 99	(75.0)	158	24	34	37	41	45
		10%	10%	9%	9%	10%	11%
100 - 249	(175.0)	124	22	40	22	35	28
		8%	9%	10%	6%	9%	7%
			-	b			
250 - 499	(375.0)	61	13	11	11	19	20
		4%	5%	3%	3%	5%	5%
500 - 4,999	(2750.0)	23	7	3	6	10	4
		1%	3%	1%	1%	3%	1%
			6%			a	
5,000 - 49,999	(27500.0)	3	-	-	*	3	-
		*%	-	-	*%	1%	-
			-				
50,000 - 499,999	(275000.0)	*	-	-	*	-	-
		*%	-	-	*%	-	-
			-				
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-
		-	-	-	-	-	-
		-	-	-	-	-	-
5m +	(5500000.0)	-	-	-	-	-	-
		-	-	-	-	-	-
		-	-				
Don't send letters / large letters		27	18	5	9	11	2
		2%	7%	1%	2%	3%	1%
			-		d	d	
Don't know		-	-	-	-	-	-
		-	-	-	-	-	-
		-	-				
1-49		1195	161	295	315	280	304
		75%	66%	76%	79%	70%	75%
			41%	c	c		
50+		369	67	87	77	109	96
		23%	27%	22%	19%	27%	24%
			59%			b	
Answered		1564	228	382	392	389	401
Mean		180.93	150.19	69.14	231.54	342.76	80.88
			232.82			ad	
Columns Tested: a,b - a,b,c,d							

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Table 15

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QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
		1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Unweighted total		1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Weighted total															
1-24	(12.5)	590	36	67	76	29	42	93	77	58	27	31	28	28	504
		37%	41%	43%	47%	33%	34%	33%	34%	42%	25%	38%	39%	39%	37%
			i	i	fi					i		i	i	i	i
25 - 49	(37.0)	58	*	9	3	7	4	11	7	1	3	5	4	4	45
		4%	%	6%	2%	8%	3%	4%	3%	%	3%	6%	5%	6%	3%
				ah		achm						ahm	h	ah	
50 - 99	(75.0)	51	3	5	3	1	3	16	8	7	1	1	2	2	47
		3%	4%	3%	2%	2%	2%	6%	3%	5%	1%	1%	2%	3%	3%
			j					j		j					j
100 - 249	(175.0)	31	1	2	2	4	4	3	8	2	1	1	1	1	28
		2%	2%	1%	2%	5%	3%	1%	4%	1%	1%	1%	1%	1%	2%
						jl									
250 - 499	(375.0)	17	3	1	3	-	3	-	5	-	*	1	*	*	15
		1%	4%	1%	2%	-%	2%	-%	2%	-%	%	1%	1%	%	1%
			fhi												
500 - 4,999	(2750.0)	7	*	*	-	2	-	3	-	-	*	*	1	*	5
		%	%	%	-%	2%	-%	1%	-%	-%	%	1%	1%	1%	%
						m									
5,000 - 49,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	1	-	1	-	-	-	-	-	-	-	-	-	-	1
		%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		836	43	71	74	44	70	154	123	71	73	43	36	35	722
		53%	49%	45%	46%	50%	56%	55%	54%	51%	69%	52%	50%	50%	53%
											abcdefghijklm				
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		165	9	19	11	15	13	33	29	9	6	8	7	7	142
		10%	10%	12%	7%	17%	11%	12%	13%	7%	5%	10%	10%	10%	10%
						chi									
Answered		755	44	85	87	44	55	126	105	67	32	39	35	35	646
Mean		514.72	71.27	4077.81	32.46	149.00	46.95	84.52	49.02	23.12	40.29	61.15	71.03	60.38	590.71
							h		h						
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m															

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Table 15 (continuation)

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QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All respondents

		Industry							Business Size					Urbanity	
TOTAL		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total		126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total		122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1-24	(12.5)	590	42	62	13	42	143	30	564	17	5	4	26	309	281
		37%	35%	44% d	61%	30%	38%	37%	37%	43%	33%	48%	41%	38%	37%
25 - 49	(37.0)	58	2	7	-	-	24	-	54	2	1	1	4	41	17
		4%	1%	5% d	-%	-%	6% adfg	-%	4%	6%	9% a	7%	7% a	5% b	2% 2%
50 - 99	(75.0)	51	2	10	-	*	22	*	48	2	1	1	3	28	23
		3%	1%	7% adfg	-%	*%	6% adfg	*%	3%	5%	5%	6%	5% a	3% 3%	3% 3%
100 - 249	(175.0)	31	3	10	-	3	11	*	28	2	*	*	2	20	11
		2%	2% g	7% defg	-%	2%	3% g	*%	2%	4% a	3%	5%	4% a	2% 2%	1% 1%
250 - 499	(375.0)	17	-	3	-	1	9	-	16	*	1	*	1	8	9
		1%	-%	2% g	-%	1%	3% g	-%	1%	*%	4% ab	3% b	1% 1%	1% 1%	1% 1%
500 - 4,999	(2750.0)	7	-	1	-	-	5	-	5	1	1	-	2	4	3
		*%	-%	1%	-%	-%	1% g	-%	*%	2% a	7% abe	-%	3% a	*%	*%
5,000 - 49,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	1	1	-	-	-	-	-	1	-	-	-	-	-	1
		*%	1% g	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		836	72	48	9	95	159	52	811	16	6	3	25	412	423
		53%	59% be	34%	39%	67% beg	43%	63% be	53% bcde	40%	39%	31%	39%	50% 50%	55% a
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		165	8	31	-	4	72	*	152	7	4	2	13	101	64
		10%	6% f	22% adfg	-%	3% 3%	19% adfg	*% f	10% 10%	17% a	28% ab	21% a	20% a	12% b	8% 8%
Answered Mean		755	50	93	13	46	214	31	716	24	9	6	39	410	345
		514.72	6927.09 eg	79.92 g	12.50	31.94	111.47 g	28.93	534.26	104.38	362.36 bde	47.30	155.15	58.42	1056.91

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 15 (continuation)

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QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All respondents

		TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
			£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%			a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total		1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total		1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
1-24	(12.5)	590	291	36	19	5	492	98	100	392	98	320	117	80	33	20	6	-
		37%	38%	49%	27%	34%	38%	32%	20%	51%	32%	34%	45%	50%	26%	33%	26%	-%
			c				b			ac	a		adf	adef				
25 - 49	(37.0)	58	24	5	2	*	16	42	*	15	42	22	8	4	11	9	1	-
		4%	3%	6%	3%	3%	1%	14%	%	2%	14%	2%	3%	3%	9%	15%	6%	-%
							a			a	ab				abc	abc		
50 - 99	(75.0)	51	23	1	2	1	9	42	-	9	42	17	12	9	7	4	*	-
		3%	3%	1%	3%	5%	1%	14%	-%	1%	14%	2%	5%	6%	6%	6%	2%	-%
							a			a	ab		a	a	a			
100 - 249	(175.0)	31	12	4	-	1	1	29	-	1	29	2	8	1	6	5	5	-
		2%	2%	6%	-%	4%	%	9%	-%	%	9%	%	3%	1%	5%	8%	20%	-%
				ac			a			ab			a		ac	ac	abcde	
250 - 499	(375.0)	17	7	-	*	*	1	16	*	*	16	7	-	4	1	3	-	*
		1%	1%	-%	%	2%	%	5%	%	%	5%	1%	-%	2%	1%	4%	-%	6%
							a			ab				ab		abd		
500 - 4,999	(2750.0)	7	-	-	4	-	-	7	-	-	7	1	1	*	3	-	3	-
		%	-%	-%	6%	-%	-%	2%	-%	-%	2%	%	%	%	2%	-%	11%	-%
					ab		a			ab					ab		abcde	
5,000 - 49,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
		%	%	-%	-%	-%	-%	%	-%	-%	%	-%	-%	-%	1%	-%	-%	-%
							a							a				
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		836	402	28	43	8	763	72	408	356	72	567	114	60	63	21	8	3
		53%	53%	38%	61%	52%	60%	23%	80%	46%	23%	61%	44%	38%	50%	34%	35%	94%
			b		b		b		bc	c		bcdef			cef			
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		165	67	10	8	2	27	138	1	26	138	48	28	18	29	20	9	*
		10%	9%	13%	12%	14%	2%	45%	%	3%	45%	5%	11%	12%	23%	33%	39%	6%
							a			a	ab		a	a	abc	abc	abcd	
Answered		755	358	46	28	8	519	236	101	418	236	368	146	98	62	40	15	*
Mean		514.72	993.75	30.94	429.36	51.10	15.36	1610.69	14.24	15.62	1610.69	29.10	40.36	40.52	5727.62	65.50	546.95	375.00
					bd									a	a	abce		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 15 (continuation)

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QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
1-24 (12.5)	590	590	-	-	-	-	547	42	510	78	407	175	7
	37%	100%	-%	-%	-%	-%	37%	39%	36%	52%	32%	61%	27%
		bcde								a		a	
25 - 49 (37.0)	58	-	58	-	-	-	46	12	44	14	29	27	2
	4%	-%	100%	-%	-%	-%	3%	11%	3%	9%	2%	10%	7%
			acde					a		a		a	
50 - 99 (75.0)	51	-	-	51	-	-	31	20	30	21	24	22	4
	3%	-%	-%	100%	-%	-%	2%	18%	2%	13%	2%	8%	16%
				abde				a		a		a	
100 - 249 (175.0)	31	-	-	-	31	-	22	9	17	13	8	21	2
	2%	-%	-%	-%	100%	-%	1%	8%	1%	9%	1%	8%	7%
				abce				a		a		a	
250 - 499 (375.0)	17	-	-	-	-	17	7	11	5	12	1	12	4
	1%	-%	-%	-%	-%	68%	%	10%	%	8%	%	4%	14%
						abcd		a		a		a	
500 - 4,999 (2750.0)	7	-	-	-	-	7	4	3	4	3	2	4	-
	*%	-%	-%	-%	-%	27%	%	3%	%	2%	%	2%	-%
						abcd		a		a		a	
5,000 - 49,999 (27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999 (275000.0)	1	-	-	-	-	1	1	-	1	-	1	-	-
	*%	-%	-%	-%	-%	5%	%	-%	%	-%	%	-%	-%
						a							
500,000 - 4,999,999 (2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m + (5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets	836	-	-	-	-	-	824	12	825	11	806	22	7
	53%	-%	-%	-%	-%	-%	56%	11%	57%	7%	63%	8%	29%
							b		b		b		
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+ (5500000.0)	165	-	58	51	31	25	110	55	102	63	66	88	11
	10%	-%	100%	100%	100%	100%	7%	50%	7%	41%	5%	31%	44%
			a	a	a	a		a		a		a	
Answered Mean	755	590	58	51	31	25	657	97	613	141	474	262	18
	514.72	12.50	37.00	75.00	175.00	14688.21	566.33	173.93	604.31	131.19	762.86	96.70	117.49
					a	a							

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

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Table 15 (continuation)

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QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All respondents

		Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
TOTAL		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total		1591	863	270	448	1492	991	1521	675	515	299	428	20	352	472	1515	171
Weighted total		1591	859	260	455	1491	919	1518	635	460	286	415	11	325	476	1511	115
1-24	(12.5)	590	317	106	158	547	411	554	468	197	167	268	10	308	246	558	57
		37%	37%	41%	35%	37%	45%	36%	74%	43%	58%	65%	93%	95%	52%	37%	49%
							acg		abcefg	acg	abceg			a	b		b
25 - 49	(37.0)	58	8	17	31	47	46	54	56	22	37	52	-	6	25	56	13
		4%	1%	6%	7%	3%	5%	4%	9%	5%	13%	13%	-%	2%	5%	4%	11%
				a	a		a		abcecg		abcdeg	c					ab
50 - 99	(75.0)	51	9	15	27	49	33	49	48	22	29	40	*	11	30	49	6
		3%	1%	6%	6%	3%	4%	3%	8%	5%	10%	10%	3%	3%	6%	3%	5%
				a	a				abcecg		abceg	c			b		
100 - 249	(175.0)	31	3	5	22	25	21	25	31	9	18	30	-	1	17	28	8
		2%	*%	2%	5%	2%	2%	2%	5%	2%	6%	7%	-%	*%	4%	2%	7%
				a	ab				abcecg		abceg	c			b		b
250 - 499	(375.0)	17	4	1	13	8	12	12	17	2	12	16	*	*	13	11	2
		1%	*%	*%	3%	1%	1%	1%	3%	1%	4%	4%	4%	*%	3%	1%	1%
				ab					abcecg		abceg	c			b		
500 - 4,999	(2750.0)	7	*	3	4	7	7	7	7	4	4	7	-	*	4	7	3
		*%	*%	1%	1%	*%	1%	*%	1%	1%	1%	2%	-%	*%	1%	*%	3%
				a	a				g		g	c					b
5,000 - 49,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	1	-	1	-	1	1	1	1	-	-	1	-	-	-	1	-
		*%	-%	*%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	-%	*%	-%
				a													
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		836	517	113	201	807	388	815	7	203	18	-	-	-	140	801	27
		53%	60%	43%	44%	54%	42%	54%	1%	44%	6%	-%	-%	-%	29%	53%	24%
			bc			bdef	df	bdef		df	d					ac	
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		165	24	42	96	137	120	149	160	60	101	147	1	17	89	152	32
		10%	3%	16%	21%	9%	13%	10%	25%	13%	35%	35%	7%	5%	19%	10%	27%
				a	a		acg		abcecg	ac	abcdeg	c			b		ab
Answered Mean		755	341	147	254	684	531	703	628	257	268	415	11	325	336	710	88
		514.72	21.76	2425.88	93.06	559.01	716.89	547.86	615.91	70.93	87.06	923.61	29.77	16.30	76.08	542.01	145.77
					a						g						

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 15 (continuation)

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QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All respondents

		RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total		1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total		1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
1-24	(12.5)	590	461	56	19	501	578	512	580	514	584	-	360	577	98	75	423	89
		37%	38%	41%	44%	36%	37%	38%	37%	42%	37%	-%	44%	37%	52%	38%	36%	44%
										abce			b		ab			b
25 - 49	(37.0)	58	44	6	2	47	58	48	58	54	58	-	35	58	10	21	30	7
		4%	4%	4%	4%	3%	4%	4%	4%	4%	4%	-%	4%	4%	5%	11%	3%	4%
50 - 99	(75.0)	51	30	11	1	33	51	49	51	51	51	-	38	51	11	19	31	*
		3%	2%	8%	1%	2%	3%	4%	3%	4%	3%	-%	5%	3%	6%	10%	3%	9%
				c												bc	c	
100 - 249	(175.0)	31	19	4	-	25	30	27	31	28	29	-	15	30	5	21	6	3
		2%	2%	3%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	3%	11%	1%	2%
250 - 499	(375.0)	17	9	4	2	9	17	15	17	16	17	-	11	17	4	6	8	3
		1%	1%	3%	4%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	3%	1%	2%
				c	c											b		
500 - 4,999	(2750.0)	7	6	1	*	5	7	7	7	7	7	-	2	7	1	4	3	1
		*%	1%	1%	*%	*%	*%	1%	*%	1%	*%	-%	*%	*%	1%	2%	*%	*%
																b		
5,000 - 49,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	1	1	-	1	-	1	1	1	1	1	-	1	1	-	-	-	1
		*%	*%	-%	3%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	-%	1%
					ac													b
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		836	633	55	19	756	821	680	824	546	814	-	357	824	58	50	687	97
		53%	53%	40%	43%	55%	53%	51%	53%	45%	52%	-%	44%	53%	31%	25%	58%	48%
				a			d	d	d		d		c	ac			ac	a
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		165	109	26	6	120	164	147	164	157	163	-	102	163	31	71	78	16
		10%	9%	19%	13%	9%	10%	11%	10%	13%	10%	-%	12%	10%	17%	36%	7%	8%
				c						ace					b	bc		
Answered		755	570	82	25	621	741	659	744	671	747	-	462	740	129	146	501	105
Mean		514.72	664.11	96.11	13866.22	52.83	523.82	584.81	521.88	576.79	519.58	-	793.83	524.59	68.45	129.82	40.05	3340.14
			741.70													b		b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 15 (continuation)

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QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months		
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No	
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b	
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230	
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225	
1-24	(12.5)	590	70	46	469	391	200	557	33	438	31	137	445	33	133
	37%	48% c	54% c	35%	39%	34%	39% b	23%	36%	39%	47% b	35%	61%	59%	
25 - 49	(37.0)	58	14	13	31	38	20	55	3	42	1	14	42	5	19
	4%	10% c	15% c	2%	4%	3%	4% c	2%	3% c	2%	5% c	3%	10% c	8%	
50 - 99	(75.0)	51	12	5	33	18	33	48	3	28	10	14	33	6	17
	3%	8% c	6% c	2%	2% c	6% a	3% a	2%	2% a	13% a	5% a	3% a	12% a	8% a	
100 - 249	(175.0)	31	8	7	15	19	12	29	2	27	*	8	21	3	20
	2%	6% c	8% c	1%	2% c	2% c	2% c	1% c	2% c	2% c	*% c	3% c	2% c	6% c	9% c
250 - 499	(375.0)	17	10	3	4	8	9	17	*	13	-	3	10	5	10
	1%	7% c	3% c	*% c	1% c	2% c	1% c	*% c	1% c	-% c	1% c	1% c	10% c	5% c	10% c
500 - 4,999	(2750.0)	7	2	1	1	1	5	7	-	5	1	3	4	1	4
	*%	2% c	2% c	*% c	*% c	1% a	1% a	*% a	-% a	*% a	1% a	1% a	*% a	1% a	2% a
5,000 - 49,999	(27500.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
50,000 - 499,999	(275000.0)	1	1	-	-	1	-	1	-	-	-	1	-	-	-
	*%	1% c	-%	-%	*% c	-%	-%	*% c	-%	-%	-%	*% b	-%	-%	-%
500,000 - 4,999,999	(2750000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
5m +	(5500000.0)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't send parcels / packets		836	28	10	793	528	308	733	103	660	35	109	719	-	23
	53%	19%	11%	59% ab	53%	52%	51%	71% a	44%	54%	44%	38%	56% a	-%	10% a
Don't know		-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
25+		165	48	30	84	86	79	156	9	115	13	43	111	21	70
	10%	33% c	35% c	6%	9% c	14% a	11% a	6% c	9% a	9% a	16% a	15% b	9% b	39% b	31% b
Answered Mean		755	118	76	554	477	279	714	42	553	43	180	555	54	202
	514.72	3043.00 c	99.93 c	28.42	760.81	94.01	543.10	29.65	59.36	81.02		1985.78 b	50.93	106.57	104.29

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 15 (continuation)

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QV2b. And on average, how many parcels and packets does your organisation send per month? Again please think ONLY about the packets and parcels you may send as an organisation.

Base: All respondents

		Satisfaction with other main provider		Quarter				
		TOTAL	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%			a	b	a	b	c	d
Unweighted total		1591	249	5	387	401	400	403
Weighted total		1591	246	7	387	401	400	403
1-24	(12.5)	590 37%	141 58%	3 41%	150 39% c	153 38% c	119 30%	169 42% c
25 - 49	(37.0)	58 4%	21 8%	* 6%	14 4%	11 3%	17 4%	15 4%
50 - 99	(75.0)	51 3%	21 9%	2 34%	15 4%	8 2%	9 2%	19 5% b
100 - 249	(175.0)	31 2%	23 9%	- -%	8 2%	10 3% d	10 2% d	3 1%
250 - 499	(375.0)	17 1%	14 6%	1 18%	7 2%	4 1%	4 1%	2 1%
500 - 4,999	(2750.0)	7 *%	4 2%	- -%	1 *%	2 1%	* *%	3 1%
5,000 - 49,999	(27500.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
50,000 - 499,999	(275000.0)	1 *%	- -%	- -%	1 *%	- -%	- -%	- -%
500,000 - 4,999,999	(2750000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
5m +	(5500000.0)	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't send parcels / packets		836 53%	22 9%	- -%	190 49%	212 53%	241 60% abd	192 48%
Don't know		- -%	- -%	- -%	- -%	- -%	- -%	- -%
25+		165 10%	83 34%	4 59%	47 12%	36 9%	40 10%	42 10%
Answered		755	224	7	197	189	159	211
Mean		514.72	111.98	101.63	1802.26	68.36	40.32	69.43
Columns Tested: a,b - a,b,c,d								

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All who send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know (DO NOT READ)

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
803	42	78	45	48	59	74	52	60	33	107	100	105	491
755	44	85	87	44	55	126	105	67	32	39	35	35	646
415	25	40	44	33	28	79	48	42	14	21	21	20	354
55%	57%	47%	50%	76%	50%	63%	46%	63%	44%	53%	59%	56%	55%
	bc egijklm												
11	2	*	-	1	*	3	-	-	-	2	2	1	6
1%	4%	*%	-%	3%	1%	2%	-%	-%	-%	5% m	4% m	3%	1%
325	18	45	40	9	26	44	57	25	18	16	13	14	282
43%	39%	52% dfk	46% d	20%	47% d	35%	54% dfk	37%	56% df	42% d	37% d	41% d	44% d
4	*	-	3	-	1	-	-	-	-	-	-	-	4
1%	*%	-%	3%	-%	2%	-%	-%	-%	-%	-%	-%	-%	1%

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Table 16 (continuation)

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QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All who send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know (DO NOT READ)

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
803	a	b	*c	d	e	*f	g	a	b	c	d	e	a	b
755	50	113	17	53	219	28	302	568	149	52	34	235	425	378
	50	93	13	46	214	31	288	716	24	9	6	39	410	345
415	19	76	5	15	157	6	126	396	12	5	2	19	247	168
55%	38%	82%	35%	33%	73%	19%	44%	55%	50%	55%	27%	48%	60%	49%
		adg			adg			d	d	d		d	b	
11	-	1	2	*	3	2	3	9	*	1	*	1	3	8
1%	-%	1%	14%	*%	1%	8%	1%	1%	1%	7%	6%	3%	1%	2%
										ab	a			a
325	31	15	7	30	54	22	156	306	12	3	4	19	156	169
43%	62%	16%	51%	64%	25%	73%	54%	43%	48%	36%	67%	48%	38%	49%
	be			be			be			abce				a
4	-	*	-	1	-	-	3	4	-	*	-	*	4	*
1%	-%	*%	-%	3%	-%	-%	1%	1%	-%	2%	-%	*%	1%	*%
				e										

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Table 16 (continuation)

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QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All who send parcels and packets

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	803	306	54	53	33	481	322	89	392	322	307	157	111	107	53	45	1
Weighted total	755	358	46	28	8	519	236	101	418	236	368	146	98	62	40	15	*
Yes	415	189	23	19	5	237	178	41	196	178	199	82	38	41	19	11	*
	55%	53%	50%	69%	67%	46%	75%	40%	47%	75%	54%	56%	39%	67%	48%	71%	100%
				ab			a			ab	c	c		ace		ace	
No - we do despatch products to customers but not using parcel /packet post	11	4	1	*	*	9	2	1	8	2	3	2	3	1	*	*	-
	1%	1%	3%	*/	5%	2%	1%	1%	2%	1%	1%	2%	4%	1%	1%	1%	-%
No - we don't despatch products to our customers	325	165	21	8	2	269	57	59	210	57	162	61	56	20	21	4	-
	43%	46%	47%	30%	28%	52%	24%	58%	50%	24%	44%	41%	57%	32%	51%	28%	-%
		c				b		c	c		df		abdf		df		
Don't know (DO NOT READ)	4	-	-	-	-	4	*	-	4	*	3	1	-	-	-	-	-
	1%	-%	-%	-%	-%	1%	*/	-%	1%	*/	1%	1%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 16 (continuation)

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QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All who send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know (DO NOT READ)

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
803	609	77	52	33	32	702	100	654	148	513	268	21
755	590	58	51	31	25	657	97	613	141	474	262	18
415	268	52	40	30	25	323	91	291	123	205	191	17
55%	45%	90%	79%	98%	97%	49%	93%	47%	87%	43%	73%	93%
		a	a	ac	ac		a		a		a	
11	10	-	*	-	*	10	*	10	1	6	5	*
1%	2%	-%	1%	-%	2%	2%	*%	2%	*%	1%	2%	3%
325	308	6	11	1	*	319	6	308	18	258	66	1
43%	52%	10%	21%	2%	1%	49%	6%	50%	13%	55%	25%	5%
	bcde		de			b		b		b		
4	4	-	-	-	-	4	-	4	-	4	-	-
1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%

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Table 16 (continuation)

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QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All who send parcels and packets

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	803	364	167	266	742	601	758	667	309	280	578	428	20	352	353	768	129
Weighted total	755	341	147	254	684	531	703	628	257	268	509	415	11	325	336	710	88
Yes	415	170	78	160	354	277	369	379	146	257	272	415	-	-	198	377	56
	55%	50%	53%	63% ab	52%	52%	52%	60% abcg	57%	96% abcdeg	54%	100% c	-%	-%	59%	53%	64% b
No - we do despatch products to customers but not using parcel /packet post	11	6	3	1	10	6	10	7	6	1	9	-	11	-	3	10	3
	1%	2%	2%	*%	1%	1%	1%	1%	2%	*%	2%	-%	100%	-%	1%	1%	4% a
No - we don't despatch products to our customers	325	166	64	92	317	244	320	239	105	9	223	-	-	325	130	318	28
	43%	49% c	43%	36%	46% df	46% df	45% df	38% f	41% f	3%	44% df	-%	-%	100% a	39%	45% c	32%
Don't know (DO NOT READ)	4	-	3	1	4	3	4	3	-	-	4	-	-	-	4	4	-
	1%	-%	2% a	1%	1%	1%	1%	*%	-%	-%	1%	-%	-%	-%	1%	1%	-%

Columns Tested: a,b,c - a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 16 (continuation)

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QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All who send parcels and packets

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total																	
Weighted total																	
Yes																	
55%																	
No - we do despatch products to customers but not using parcel /packet post																	
11																	
1%																	
No - we don't despatch products to our customers																	
325																	
43%																	
Don't know (DO NOT READ)																	
4																	
1%																	

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All who send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know (DO NOT READ)

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
803	a	b	c	a	b	a	b	a	b	a	b	a	b
111	111	83	603	528	275	759	44	600	44	187	594	51	210
755	118	76	554	477	279	714	42	553	43	180	555	54	202
415	87	52	272	256	158	385	30	307	22	96	301	51	140
55%	74%	68%	49%	54%	57%	54%	71%	55%	51%	53%	54%	95%	69%
	c	c					a					b	
11	3	-	8	7	4	10	1	8	*	4	7	-	5
1%	2%	-%	1%	1%	1%	1%	2%	1%	1%	2%	1%	-%	3%
325	29	25	269	213	112	314	11	235	21	81	244	3	58
43%	24%	32%	49%	45%	40%	44%	27%	43%	48%	45%	44%	5%	28%
			ab			b						a	
4	-	-	4	*	4	4	-	3	-	-	4	-	-
1%	-%	-%	1%	*%	2%	1%	-%	1%	-%	-%	1%	-%	-%
					a								

QV2c. You mentioned that your business sends parcels and packets. Is any of the parcel or packet post you send used for the fulfilment of customer orders for your products?

Base: All who send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Yes

No - we do despatch
products to customers
but not using parcel
/packet post

No - we don't despatch
products to our
customers

Don't know (DO NOT READ)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
803	230	5	191	191	195	226
755	224	7	197	189	159	211
415	170	5	103	105	94	113
55%	76%	77%	52%	56%	59%	53%
11	5	-	5	4	*	1
1%	2%	-%	3% c	2%	*%	1%
325	49	2	88	79	62	96
43%	22%	23%	45%	42%	39%	45%
4	-	-	*	-	3	1
1%	-%	-%	*%	-%	2%	1%

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)

Base: All who send parcels and packets to fulfil customer orders

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	d	e	f	*g	h	*i	j	k	l	m
Unweighted total	428	22	36	21	35	30	41	24	36	16	54	57	56	261
Weighted total	415	25	40	44	33	28	79	48	42	14	21	21	20	354
0-24%	38	5	2	2	3	1	8	5	2	*	3	3	3	29
	9%	18%	5%	6%	9%	5%	11%	10%	5%	1%	13%	15%	14%	8%
25-49%	10	-	-	5	-	*	-	2	1	-	-	*	1	9
	3%	-%	-%	11%	-%	1%	-%	5%	3%	-%	-%	2%	7%	2%
50-74%	26	2	3	7	3	3	3	*	1	1	1	1	1	24
	6%	7%	7%	17%	9%	10%	4%	1%	3%	10%	3%	4%	4%	7%
75-100%	339	19	35	29	27	24	67	41	36	13	17	16	15	290
	82%	75%	88%	67%	82%	84%	85%	84%	85%	89%	84%	79%	75%	82%
Don't know/can't remember	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	4% m	-%	-%	-%	-%	*%
Answered	413	25	40	44	33	28	79	48	41	14	21	21	20	352
Mean	84.81	78.95	87.72	77.54	86.73	88.32	87.02	83.09	88.80	93.35	84.15	81.86	79.09	85.35
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 17 (continuation)

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Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)

Base: All who send parcels and packets to fulfill customer orders

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't remember

Answered

Mean

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
428	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	18	83	6	21	165	7	120	316	76	27	9	112	244	184
Weighted total	19	76	5	15	157	6	126	396	12	5	2	19	247	168
0-24%	38	2	3	1	2	12	-	35	2	1	*	2	24	14
9%	12%	4%	27%	16%	8%	-%	13% b	9%	14%	10%	12%	13%	10%	8%
25-49%	10	2	1	-	-	5	-	10	*	-	-	*	7	4
3%	13%	1%	-%	-%	3%	-%	2%	3%	1%	-%	-%	1%	3%	2%
50-74%	26	2	6	-	*	6	2	24	2	1	-	2	16	10
6%	9%	7%	-%	2%	4%	40%	8%	6%	13%	10%	-%	11%	7%	6%
75-100%	339	13	67	3	13	135	4	325	9	4	1	14	199	140
82%	66%	88%	73%	83%	86%	60%	76%	82%	72%	80%	88%	75%	80%	84%
Don't know/can't remember	2	-	-	-	-	-	2	2	-	-	-	-	2	-
*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	1%	-%
Answered	413	19	76	5	15	157	6	394	12	5	2	19	245	168
Mean	84.81	71.15	91.33	74.88	85.23	86.75	78.79	85.05	78.54	82.55	80.80	79.79	84.18	85.74
		g												

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Table 17 (continuation)

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Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)

Base: All who send parcels and packets to fulfill customer orders

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	428	157	29	33	19	217	211	31	186	211	158	90	51	60	26	24	1
Weighted total	415	189	23	19	5	237	178	41	196	178	199	82	38	41	19	11	*
0-24%	38	18	3	1	*	31	7	4	26	7	15	13	2	2	4	1	-
	9%	10%	11%	5%	7%	13%	4%	10%	13%	4%	8%	16%	6%	4%	20%	6%	-%
						b			c			ad					
25-49%	10	7	-	-	-	7	3	-	7	3	3	4	*	3	-	-	-
	3%	4%	-%	-%	-%	3%	2%	-%	4%	2%	1%	5%	1%	7%	-%	-%	-%
														a			
50-74%	26	10	*	3	*	10	16	5	5	16	14	6	1	1	3	2	-
	6%	5%	2%	16%	7%	4%	9%	12%	3%	9%	7%	7%	2%	1%	15%	18%	-%
				a				b		b							
75-100%	339	152	20	15	4	187	152	30	157	152	166	59	35	36	13	8	*
	82%	81%	87%	79%	87%	79%	85%	73%	80%	85%	83%	72%	91%	88%	65%	76%	100%
								b			b		b	b			
Don't know/can't remember	2	2	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	*%	1%	-%	-%	-%	1%	-%	4%	-%	-%	1%	-%	-%	-%	-%	-%	-%
								bc									
Answered	413	187	23	19	5	235	178	39	196	178	198	82	38	41	19	11	*
Mean	84.81	83.96	88.34	85.79	85.87	81.90	88.66	82.67	81.75	88.66	85.91	76.84	90.96	89.09	73.79	83.74	100.00
							a			b	b		b	b			

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 17 (continuation)

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Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)

Base: All who send parcels and packets to fulfill customer orders

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't
remember

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	*e	a	b	a	b	a	b	*c
428	264	64	41	30	29	341	86	306	121	225	185	17
415	268	52	40	30	25	323	91	291	123	205	191	17
38	33	4	*	*	*	37	1	34	4	24	14	-
9%	12%	8%	*%	*%	1%	11%	1%	12%	3%	12%	7%	-%
	cd					b		b				
10	9	1	-	-	-	10	*	10	*	7	3	-
3%	3%	2%	-%	-%	-%	3%	1%	3%	*%	4%	2%	-%
26	18	5	3	-	*	22	5	21	5	12	14	1
6%	7%	10%	7%	-%	*%	7%	5%	7%	4%	6%	7%	3%
339	205	42	37	30	24	253	84	224	113	160	161	16
82%	77%	80%	93%	100%	99%	78%	93%	77%	92%	78%	84%	97%
			a	ab			a		a			
2	2	-	-	-	-	2	-	2	-	2	-	-
*%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
413	266	52	40	30	25	321	91	289	123	204	191	17
84.81	81.05	83.49	95.35	96.89	96.56	82.15	94.01	81.49	92.45	82.10	86.54	96.80
			ab	ab			a		a			

Ofcom; Business Postal Tracker

Table 17 (continuation)

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Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)

Base: All who send parcels and packets to fulfill customer orders

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	*c	a	b	c
Unweighted total	428	170	92	163	378	305	390	391	168	268	301	428	-	-	203	400	80
Weighted total	415	170	78	160	354	277	369	379	146	257	272	415	-	-	198	377	56
0-24%	38	22	7	9	33	29	36	28	18	15	27	38	-	-	15	36	5
	9%	13%	9%	6%	9%	11%	10%	7%	12%	6%	10%	9%	-%	-%	8%	10%	9%
		c				f			f								
25-49%	10	4	3	4	10	9	10	10	7	5	8	10	-	-	7	8	3
	3%	2%	4%	2%	3%	3%	3%	3%	5%	2%	3%	3%	-%	-%	3%	2%	6%
50-74%	26	16	5	5	25	23	25	24	12	19	17	26	-	-	14	26	5
	6%	10%	7%	3%	7%	8%	7%	6%	8%	7%	6%	6%	-%	-%	7%	7%	9%
		c															
75-100%	339	126	63	142	285	216	297	315	108	219	219	339	-	-	163	306	43
	82%	74%	81%	89%	80%	78%	80%	83%	74%	85%	80%	82%	-%	-%	82%	81%	76%
				a				e		be							
Don't know/can't remember	2	2	-	-	2	-	2	2	2	-	2	2	-	-	-	2	-
	*%	1%	-%	-%	*%	-%	*%	*%	1%	-%	1%	*%	-%	-%	-%	*%	-%
Answered	413	168	78	160	352	277	367	378	145	257	271	413	-	-	198	376	56
Mean	84.81	80.57	82.75	89.53	84.02	82.20	83.84	86.26	79.06	87.77	83.73	84.81	-	-	85.79	84.42	80.45
				ab				e		be							

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 17 (continuation)

Page 186

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)

Base: All who send parcels and packets to fulfill customer orders

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	428	318	275	49	11	345	422	386	425	399	424	-	262	421	93	104	268	56
Weighted total	415	300	251	49	11	332	410	360	413	382	411	-	261	410	77	107	258	50
0-24%	38	29	23	3	-	34	37	32	38	37	38	-	28	37	11	4	31	3
	9%	10%	9%	7%	-%	10%	9%	9%	9%	10%	9%	-%	11%	9%	14%	4%	12% a	6%
25-49%	10	7	7	-	*	10	10	10	10	8	10	-	4	10	1	-	8	2
	3%	2%	3%	-%	4%	3%	3%	3%	3%	2%	3%	-%	2%	3%	1%	-%	3%	5% a
50-74%	26	26	18	*	2	21	26	23	26	26	26	-	18	26	7	4	19	3
	6%	9%	7%	1%	16%	6%	6%	6%	6%	7%	6%	-%	7%	6%	9%	4%	7%	7%
75-100%	339	237	202	45	9	265	334	292	337	309	335	-	209	334	58	98	199	41
	82%	79%	80%	92% c	80%	80%	82%	81%	82%	81%	82%	-%	80%	82%	76%	92% b	77%	82%
Don't know/can't remember	2	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	*%	1%	1%	-%	-%	*%	*%	*%	*%	*%	*%	-%	1%	*%	-%	-%	1%	-%
Answered	413	299	250	49	11	330	408	358	411	380	409	-	260	408	77	107	257	50
Mean	84.81	83.78	83.76	91.39	81.21	83.34	84.75	84.59	84.73	84.33	84.70	-	83.44	84.80	79.40	92.04 b	81.70	85.39

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 17 (continuation)

Page 187

Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)

Base: All who send parcels and packets to fulfill customer orders

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	428	85	61	279	276	152	397	31	313	25	104	306	46	138
Weighted total	415	87	52	272	256	158	385	30	307	22	96	301	51	140
0-24%	38	2	2	34	29	9	35	3	34	2	7	31	5	9
	9%	2%	4%	12% a	11% b	5%	9%	10%	11%	9%	7%	10%	10%	6%
25-49%	10	*	*	9	10	*	8	2	6	*	2	8	-	3
	3%	1%	1%	3%	4% b	*%	2%	7%	2%	2%	2%	3%	-%	2%
50-74%	26	4	1	22	20	7	26	-	21	-	9	16	5	9
	6%	4%	2%	8%	8%	4%	7%	-%	7%	-%	10%	5%	9%	7%
75-100%	339	81	48	205	198	141	314	25	244	20	77	244	41	119
	82%	93% c	94% c	75%	77%	89% a	82%	83%	79%	89%	81%	81%	81%	85%
Don't know/can't remember	2	-	-	2	-	2	2	-	2	-	-	2	-	-
	*%	-%	-%	1%	-%	1%	*%	-%	1%	-%	-%	1%	-%	-%
Answered	413	87	52	270	256	157	383	30	305	22	96	299	51	140
Mean	84.81	92.68 c	92.14 c	80.71	81.45	90.32 a	84.81	84.87	82.88	89.04	85.01	84.01	82.74	88.18

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 17 (continuation)

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Parcels and packets for order fulfilment (WRITE IN:) (QV2d. Approximately what percentage of the parcels and packets you send are to fulfil customer orders)

Base: All who send parcels and packets to fulfill customer orders

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Don't know/can't remember

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
428	160	4	100	102	101	125
415	170	5	103	105	94	113
38	13	-	9	14	5	10
9%	8%	-%	8%	14%	5%	9%
				c		
10	3	-	5	-	1	5
3%	2%	-%	4%	-%	1%	4%
			b			b
26	13	-	9	4	10	3
6%	8%	-%	9%	4%	10%	3%
					d	
339	141	5	81	87	78	93
82%	83%	100%	78%	83%	83%	83%
2	-	-	-	-	-	2
*%	-%	-%	-%	-%	-%	1%
413	170	5	103	105	94	111
84.81	85.57	97.54	83.21	83.77	87.80	84.77

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Table 18

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Royal Mail	1387	75	134	134	74	111	258	193	117	92	75	59	63	1190
	87%	86%	86%	84%	85%	89%	92% k	85%	85%	88%	92% bcdghkm	83%	90% k	87%
DHL	307	24	35	54	15	21	55	36	25	14	10	7	11	279
	19%	28% ijkl	23% jkdefghij	34% kim	17%	17%	20% jk	16%	18%	13%	12%	11%	15%	20% jk
UPS	298	20	47	35	23	19	52	34	31	15	8	10	5	275
	19%	23% jlefgijklm	30% ji	22% ji	26% egijkl	15% l	18% jl	15% l	22% jl	14% l	10% l	14% l	7% l	20% jl
Parcelforce	288	15	33	36	21	27	47	39	20	12	11	14	13	250
	18%	17%	21%	22% i	24% ij	21%	17%	17%	15%	11%	14%	19%	19%	18%
TNT	276	28	22	25	12	26	40	41	33	14	11	12	10	243
	17%	32% bcdfgij klm	14%	16%	14%	21%	14%	18%	24% bfjl	13%	13%	17%	14%	18%
FedEx	147	13	15	28	9	9	27	13	9	7	7	6	3	131
	9%	15% gl	10% legghijlm	17% l	10% l	8% l	10% l	6% l	7% l	7% l	9% l	9% l	4% l	10% l
Yodel	120	7	13	-	12	12	11	26	14	7	4	7	8	101
	8%	7% c	8% c	-% cflm	14% c	10% c	4% cfl	11% cfl	10% cf	6% c	5% c	10% cfl	11% cfl	7% c
Hermes	110	12	9	7	7	8	30	12	9	8	3	4	1	102
	7%	14% bgijklm	6% j	5% j	8% l	6% l	11% jl	5% l	7% l	8% l	3% l	6% l	2% l	7% jl
DPD	106	8	16	6	7	5	12	19	6	12	4	4	6	92
	7%	9% j	10% j	3% j	8% j	4% j	4% j	8% fj	5% fj	11% fj	5% fj	5% fj	9% fj	7% fj
City Link Post	93	7	19	3	6	4	18	15	7	5	3	5	1	84
	6%	8% l	12% cejlm	2% l	6% l	3% l	6% l	7% l	5% l	5% l	4% l	7% l	2% l	6% l
UK Mail	69	8	7	5	6	7	15	7	8	3	1	2	1	65
	4%	9% ijkl	5% jl	3% jl	7% jl	5% jl	5% jl	3% jl	6% jl	2% jl	1% jl	3% jl	1% jl	5% jl
Interlink / Interlink Express / Direct	37	6	5	-	1	4	10	3	4	3	-	1	-	36
	2%	7% cgijklm	3% jl	-% jl	1% jl	3% jl	4% jl	1% jl	3% jl	2% jl	-% jl	1% jl	-% jl	3% jl
APC	20	*	2	*	*	1	6	5	2	3	1	1	-	18
	1%	% l	1% l	% l	% l	1% l	2% l	2% l	1% l	3% l	1% l	1% l	-% l	1% l
DX	18	-	-	*	4	2	5	3	1	-	1	*	2	15
	1%	-% bikm	-% bikm	% bikm	5% bikm	1% bikm	2% bikm	1% bikm	1% bikm	-% bikm	1% bikm	% bikm	3% bikm	1% bikm
TNT Express	16	2	3	-	1	1	3	-	3	2	1	-	*	15
	1%	2% bikm	2% bikm	-% bikm	2% bikm	1% bikm	1% bikm	-% bikm	2% bikm	2% bikm	2% bikm	-% bikm	1% bikm	1% bikm

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Tuffnells	11	-	1	-	-	3	5	*	-	-	1	1	-	9
	1%	-%	1%	-%	-%	2%	2%	*%	-%	-%	2%	1%	-%	1%
Parcels to go	9	2	-	-	*	1	2	-	2	1	-	*	-	9
	1%	2%	-%	-%	*%	1%	1%	-%	1%	1%	-%	1%	-%	1%
Collect Plus	8	1	-	2	1	-	2	-	-	-	-	*	*	7
	1%	1%	-%	1%	1%	-%	1%	-%	-%	-%	-%	1%	1%	1%
Interparcel	7	3	*	*	-	-	-	3	-	-	*	*	-	6
	*%	4%	*%	*%	-%	-%	-%	1%	-%	-%	*%	1%	-%	*%
		befhjl												
TNT Post UK	6	-	4	-	-	*	-	-	-	-	1	*	-	4
	*%	-%	2%	-%	-%	*%	-%	-%	-%	-%	2%	1%	-%	*%
			lm								m			
Freight - Better / Night	6	3	-	-	1	1	-	-	-	-	-	*	-	5
	*%	3%	-%	-%	1%	1%	-%	-%	-%	-%	-%	*%	-%	*%
		bfhjklm												
Business Post	6	-	-	-	-	1	2	-	2	-	-	-	-	6
	*%	-%	-%	-%	-%	1%	1%	-%	1%	-%	-%	-%	-%	*%
Pitney Bowes	4	-	-	*	-	-	-	3	-	-	-	1	-	3
	*%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%	1%	-%	*%
Lynx	4	-	-	-	-	-	2	-	-	1	-	-	-	4
	*%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	*%
Securicor	3	-	-	-	-	-	-	3	-	-	-	-	*	3
	*%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%	*%
Fastway Couriers	3	-	-	-	-	-	-	-	-	-	-	-	3	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	4%	-%
												befghijk	m	
One Post	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
			m											
AJG Parcels	1	-	-	-	-	-	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
											m			
Local Courier	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
												m		
DHS	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
											m			
Neo Post	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Parcel Line	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	***	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	*	-	5	-	-	-	-	-	1	-	3	*	7
	1%	***	-%	3%	-%	-%	-%	-%	-%	1%	-%	4%	***	***
				b,f,j,m								b,e,f,g,h,i,j,k,l,m		
Don't know	4	-	2	-	-	-	-	-	2	*	*	*	-	3
	***	-%	1%	-%	-%	-%	-%	-%	1%	***	1%	1%	-%	***
Other answers	130	9	18	15	4	11	21	18	7	8	6	5	9	111
	8%	10%	11%	9%	5%	9%	7%	8%	5%	8%	7%	7%	12%	8%
													dh	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Royal Mail	1387	108	110	19	122	321	74	602	1334	35	11	7	53	716	671
	87%	88% b	78%	86%	86%	86% b	89% b	91% be	87% c	87% c	78%	78%	84%	87%	87%
DHL	307	6	37	9	20	64	18	140	293	6	5	3	14	175	132
	19%	5%	26% ade	42%	14% a	17% a	22% a	21% a	19%	16%	35% abe	31% ab	22% b	21% b	17%
UPS	298	14	41	8	15	81	9	114	285	6	4	2	12	171	126
	19%	11%	29% adfg	35%	10%	22% adt	11%	17%	19%	15%	28% ab	26%	19%	21% b	16%
Parcelforce	288	21	29	2	22	84	11	104	277	6	3	1	11	154	134
	18%	17%	21%	10%	15%	23% g	14%	16%	18%	15%	23%	16%	17%	19%	17%
TNT	276	14	36	*	30	69	18	97	260	9	4	2	15	154	122
	17%	11%	25% ag	2%	21% a	19%	22% a	15%	17%	23% a	27% a	25% a	24% a	19%	16%
FedEx	147	3	23	*	6	39	15	55	139	5	2	2	9	82	66
	9%	2%	16% adg	2%	4%	10% ad	18% adg	8% a	9%	12%	14%	19% a	14% a	10%	9%
Yodel	120	9	16	-	15	38	3	34	113	4	2	*	7	54	66
	8%	7%	11% g	-%	11% g	10% g	4%	5%	7%	10%	16% ad	4% a	11% a	7%	9%
Hermes	110	8	19	4	10	28	5	36	107	2	1	*	3	65	45
	7%	7%	13% eg	18%	7%	7%	6%	5%	7%	4%	6%	6%	5%	8%	6%
DPD	106	5	17	2	6	17	3	53	100	4	1	1	6	58	48
	7%	4%	12% adef	9%	4%	5%	4%	8% e	7%	10%	7%	7%	9%	7%	6%
City Link Post	93	6	9	*	9	24	3	33	89	2	1	1	4	49	44
	6%	5%	6%	2%	6%	6%	3%	5%	6%	5%	7%	7%	6%	6%	6%
UK Mail	69	7	10	1	4	22	2	19	65	2	1	*	4	39	30
	4%	6%	7% g	6%	3%	6% g	3%	3%	4%	6%	6%	4%	6%	5%	4%
Interlink / Interlink Express / Direct	37	4	10	-	1	12	-	10	36	1	-	*	1	17	20
	2%	3%	7% dfg	-%	1%	3%	-%	1%	2%	2%	-%	2%	1%	2%	3%
APC	20	2	2	-	-	7	-	6	19	1	*	*	1	8	11
	1%	1%	1%	-%	-%	2%	-%	1%	1%	2%	1%	2%	2%	1%	1%
DX	18	-	1	-	-	-	1	14	17	1	-	-	1	11	7
	1%	-%	1%	-%	-%	-%	1%	2% e	1%	2%	-%	-%	1%	1%	1%
TNT Express	16	-	2	1	*	8	-	4	16	*	*	-	1	10	6
	1%	-%	1%	6%	*%	2% g	-%	1%	1%	1%	3%	-%	1%	1%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Tuffnells	11	*	5	-	-	5	-	1	11	*	-	-	*	5	6
	1%	1%	3%	-%	-%	1%	-%	1%	1%	1%	-%	-%	1%	1%	1%
			dg			g									
Parcels to go	9	*	3	-	2	3	-	*	9	*	-	-	*	3	6
	1%	1%	2%	-%	2%	1%	-%	1%	1%	1%	-%	-%	1%	1%	1%
			g		g	g									
Collect Plus	8	-	-	-	-	5	-	4	8	-	-	-	-	8	*
	1%	-%	-%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	1%	1%
														b	
Interparcel	7	-	2	-	-	1	*	3	6	*	*	-	*	1	6
	1%	-%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%
														a	
TNT Post UK	6	-	3	1	*	1	-	*	6	-	*	*	*	3	3
	1%	-%	2%	6%	1%	1%	-%	1%	1%	-%	1%	2%	1%	1%	1%
			g									b			
Freight - Better / Night	6	-	-	-	*	-	-	4	5	*	-	-	*	3	3
	1%	-%	-%	-%	1%	-%	-%	1%	1%	1%	-%	-%	1%	1%	1%
Business Post	6	-	2	-	-	-	-	3	5	*	-	-	*	2	4
	1%	-%	2%	-%	-%	-%	-%	1%	1%	1%	-%	-%	1%	1%	1%
			e												
Pitney Bowes	4	-	-	-	4	-	-	-	3	*	-	-	*	*	3
	1%	-%	-%	-%	3%	-%	-%	-%	1%	1%	-%	-%	1%	1%	1%
					beg					a					
Lynx	4	1	-	-	-	-	2	-	4	-	-	-	-	-	4
	1%	1%	-%	-%	-%	-%	3%	-%	1%	-%	-%	-%	-%	-%	1%
		g					bdeg							a	
Securicor	3	3	-	-	-	*	-	-	3	-	-	-	-	*	3
	1%	2%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	1%	1%
		eg													
Fastway Couriers	3	*	1	-	-	1	-	1	3	*	-	-	*	1	2
	1%	1%	1%	-%	-%	1%	-%	1%	1%	1%	-%	-%	1%	1%	1%
			g												
One Post	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	1%	-%	1%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%
			eg												
AJG Parcels	1	-	-	-	*	-	-	1	1	*	-	-	*	*	1
	1%	-%	-%	-%	1%	-%	-%	1%	1%	1%	-%	-%	1%	1%	1%
Local Courier	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%
DHS	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	1%	-%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%	-%	1%
Neo Post	*	-	-	-	*	-	-	-	-	*	-	-	*	*	-
	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	1%	1%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Parcel Line	*	-	-	-	*	-	-	-	-	*	-	-	*	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	-%	a	-%	-%	*%	*%	-%
Legal Post	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	*	*	-	*	1	-	4	9	*	-	-	*	8	1
	1%	*%	*%	-%	*%	*%	-%	1%	1%	1%	-%	-%	*%	1%	*%
Don't know	4	-	*	-	2	2	-	1	4	*	-	-	*	4	1
	*%	-%	*%	-%	1%	*%	-%	*%	*%	1%	-%	-%	*%	*%	*%
Other answers	130	9	21	3	23	26	1	45	125	3	1	1	5	69	61
	8%	8%	15%	14%	16%	7%	1%	7%	8%	8%	8%	8%	8%	8%	8%
		f	etg		aetg	f		f							

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Royal Mail	1387 87%	673 89% c	67 90%	57 80%	14 91%	1134 88% b	253 82%	450 89% c	684 88% c	253 82%	823 88% f	228 88% f	137 87% f	104 83%	59 96% abcdf	17 75%	3 94%
DHL	307 19%	138 18%	14 18%	13 18%	5 31% a	231 18%	76 25% a	71 14%	160 21% a	76 25% a	167 18%	65 25% acdf	27 17%	20 16%	17 28% adf	2 9%	- -%
UPS	298 19%	149 20%	9 12%	10 14%	3 19%	210 16%	87 28% a	92 18%	118 15%	87 28% ab	177 19% d	55 21% d	25 16%	12 10%	12 20% d	7 30% acd	* 6%
Parcelforce	288 18%	150 20%	9 12%	11 15%	3 20%	206 16%	82 27% a	82 16%	124 16%	82 27% ab	166 18%	47 18%	28 18%	18 14%	8 13%	6 24%	- -%
TNT	276 17%	150 20%	11 15%	13 18%	5 33% abc	203 16%	73 24% a	75 15%	128 17%	73 24% ab	153 16%	48 18%	34 21%	25 20%	7 12%	6 27% ae	* 6%
FedEx	147 9%	82 11% b	2 3%	4 5%	1 7%	97 8%	50 16% a	22 4%	75 10% a	50 16% ab	83 9%	22 8%	23 15% abe	10 8%	3 6%	4 16%	* 6%
Yodel	120 8%	58 8%	6 8%	4 5%	2 14%	77 6%	44 14% a	27 5%	50 6%	44 14% ab	61 6%	22 8%	10 7%	15 12% a	4 7% abce	4 18%	- -%
Hermes	110 7%	61 8% bd	* %*	4 5%	- -%	66 5%	44 14% a	19 4%	47 6%	44 14% ab	52 6%	19 7%	14 9%	11 9%	7 11%	3 15% a	- -%
DPD	106 7%	46 6%	5 6%	2 3%	1 6%	71 6%	35 11% a	26 5%	44 6%	35 11% ab	57 6%	10 4%	17 11% ab	12 9% b	6 10% b	1 4%	- -%
City Link Post	93 6%	49 6%	6 9%	2 2%	2 13% c	70 5%	23 7%	33 6%	37 5%	23 7% ab	60 6%	13 5%	11 7%	6 5%	2 3%	1 2%	* 6%
UK Mail	69 4%	28 4%	4 6%	11 16% abd	1 4%	49 4%	20 6% a	24 5%	25 3%	20 6% b	42 5%	13 5%	5 3%	5 4%	1 1%	1 4%	- -%
Interlink / Interlink Express / Direct	37 2%	21 3%	1 2%	1 2%	2 13% abc	26 2%	11 4%	8 2%	18 2%	11 4% ab	19 2%	7 3%	9 5% ad	2 1%	* %*	- -%	- -%
APC	20 1%	4 1%	- -%	1 2%	* 1%	4 %*	16 5% a	* %*	4 %*	16 5% ab	12 1%	5 2%	2 1%	* %*	- -%	* 1%	- -%
DX	18 1%	6 1%	* 1%	* %*	- -%	7 1%	11 4% a	1 %*	6 1%	11 4% ab	2 %*	2 1%	1 1%	4 3% ab	8 12% abcd	1 5% ab	- -%
TNT Express	16 1%	10 1%	- -%	- -%	* 2%	7 1%	9 3% a	4 1%	3 %*	9 3% ab	8 1%	4 2%	1 %*	1 1%	2 3%	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Tuffnells	11	7	-	-	-	7	4	1	6	4	9	2	*	*	-	-	-
	1%	1%	-%	-%	-%	1%	1%	%	1%	1%	1%	1%	%	%	-%	-%	-%
Parcels to go	9	6	-	-	-	7	2	-	7	2	7	-	-	*	-	-	-
	1%	1%	-%	-%	-%	1%	1%	-%	1%	1%	1%	-%	-%	%	-%	-%	-%
Collect Plus	8	4	-	*	-	*	8	-	*	8	3	2	-	-	4	-	-
	1%	%	-%	1%	-%	%	3%	-%	%	3%	%	1%	-%	-%	6%	-%	-%
Interparcel	7	4	-	-	-	3	3	2	2	3	3	*	-	3	-	-	-
	%	%	-%	-%	-%	%	1%	%	%	1%	%	%	-%	2%	-%	-%	-%
TNT Post UK	6	5	-	-	*	4	2	2	2	2	5	1	*	-	*	-	-
	%	1%	-%	-%	2%	%	1%	%	%	1%	1%	%	%	-%	%	-%	-%
Freight - Better / Night	6	1	-	-	-	6	-	3	3	-	6	-	-	-	-	-	-
	%	%	-%	-%	-%	%	-%	1%	%	-%	1%	-%	-%	-%	-%	-%	-%
Business Post	6	2	-	*	-	3	3	-	3	3	4	2	-	-	-	-	-
	%	%	-%	%	-%	%	1%	-%	%	1%	%	1%	-%	-%	-%	-%	-%
Pitney Bowes	4	3	1	-	-	4	*	-	4	*	-	*	*	3	*	-	-
	%	%	1%	-%	-%	%	%	-%	%	%	-%	%	%	2%	1%	-%	-%
Lynx	4	2	-	-	-	4	-	-	4	-	-	4	-	-	-	-	-
	%	%	-%	-%	-%	%	-%	-%	%	-%	-%	1%	-%	-%	-%	-%	-%
Securicor	3	3	-	-	-	3	-	*	3	-	3	-	-	-	-	-	-
	%	%	-%	-%	-%	%	-%	%	%	-%	%	-%	-%	-%	-%	-%	-%
Fastway Couriers	3	1	*	*	*	2	1	*	1	1	1	1	*	1	-	*	-
	%	%	%	1%	1%	%	%	%	%	%	%	%	%	%	-%	%	-%
One Post	2	-	-	-	2	2	-	2	-	-	2	-	-	-	-	-	-
	%	-%	-%	-%	11%	%	-%	%	-%	-%	%	-%	-%	-%	-%	-%	-%
AJG Parcels	1	-	-	-	-	1	-	*	1	-	1	-	-	*	-	-	-
	%	-%	-%	-%	-%	%	-%	%	%	-%	%	-%	-%	%	-%	-%	-%
Local Courier	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	%	-%	-%	-%	-%	%	-%	-%	%	-%	%	-%	-%	-%	-%	-%	-%
DHS	*	*	-	-	-	*	-	*	-	-	-	-	*	-	-	-	-
	%	%	-%	-%	-%	%	-%	%	-%	-%	-%	-%	%	-%	-%	-%	-%
Neo Post	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	%	-%	-%	-%	-%	%	-%	-%	%	-%	-%	%	-%	-%	-%	-%	-%
Parcel Line	*	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-	-
	%	-%	-%	%	-%	%	-%	-%	%	-%	-%	-%	-%	%	-%	-%	-%
Legal Post	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-

% -% -% -% -% -% % -% -% % -% -% -% -% -% 1% -% a

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Priority Express	*	-	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	***	-%	-%	-%	-%	-%	***	-%	-%	***	***	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	8	-	-	-	6	3	5	1	3	6	*	*	3	-	-	-
	1%	1%	-%	-%	-%	***	1%	1%	***	1%	1%	***	***	2%	-%	-%	-%
Don't know	4	3	-	-	-	4	-	1	4	-	4	-	-	*	-	-	-
	***	***	-%	-%	-%	***	-%	***	***	-%	***	-%	-%	***	-%	-%	-%
Other answers	130	53	8	8	*	96	34	23	74	34	71	18	23	10	4	2	-
	8%	7%	11%	11%	2%	7%	11%	4%	10%	11%	8%	7%	15%	8%	7%	7%	-%
							a		a	a			abd				

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	590	58	51	31	25	1480	109	1437	152	1280	285	25
Royal Mail	1387	517	47	35	20	1309	76	1270	116	1135	237	13
	87%	87%	81%	69%	81%	88%	70%	88%	76%	89%	83%	53%
	c					b		b		b		
DHL	307	155	7	12	6	277	30	267	40	219	81	7
	19%	26%	12%	24%	20%	19%	27%	19%	26%	17%	28%	29%
		b			ab		a		a		a	
UPS	298	107	16	25	10	247	51	231	67	185	101	11
	19%	18%	28%	49%	33%	17%	47%	16%	44%	14%	35%	45%
		a	a	ab	a		a		a		a	
Parcelforce	288	137	19	10	11	254	34	239	49	179	99	10
	18%	23%	32%	20%	37%	17%	32%	17%	32%	14%	35%	42%
							a		a		a	
TNT	276	106	12	13	7	245	29	233	41	193	75	6
	17%	18%	20%	25%	23%	17%	26%	16%	27%	15%	26%	22%
							a		a		a	
FedEx	147	71	8	13	5	116	31	108	39	80	64	4
	9%	12%	14%	26%	17%	8%	28%	8%	26%	6%	22%	14%
				a	ab		a		a		a	
Yodel	120	51	7	5	9	96	24	90	31	74	40	6
	8%	9%	12%	9%	30%	6%	22%	6%	20%	6%	14%	24%
					abc		a		a		a	
Hermes	110	55	7	6	9	95	14	82	27	49	56	4
	7%	9%	12%	11%	31%	6%	12%	6%	18%	4%	20%	14%
				abc			a		a		a	
DPD	106	37	3	10	5	90	15	86	18	76	27	1
	7%	6%	6%	19%	17%	6%	14%	6%	12%	6%	9%	5%
				ab	a		a		a		a	
City Link Post	93	43	3	5	3	78	15	76	17	62	27	4
	6%	7%	4%	10%	8%	5%	14%	5%	11%	5%	9%	17%
							a		a		a	
UK Mail	69	30	2	3	5	57	12	54	16	42	25	2
	4%	5%	3%	6%	18%	4%	11%	4%	10%	3%	9%	7%
				ab			a		a		a	
Interlink / Interlink Express / Direct	37	22	-	4	-	29	8	28	9	19	18	-
	2%	4%	-%	8%	-%	2%	8%	2%	6%	1%	6%	-%
				b			a		a		a	
APC	20	6	5	5	1	6	14	3	17	1	18	2
	1%	1%	9%	10%	5%	1%	13%	1%	11%	1%	6%	7%
			a	a			a		a		a	
DX	18	6	6	3	*	16	2	15	3	10	8	-
	1%	1%	10%	5%	1%	1%	2%	1%	2%	1%	3%	-%
			a	a			a		a		a	
TNT Express	16	8	3	3	*	10	6	10	6	9	6	2
	1%	1%	5%	7%	1%	1%	5%	1%	4%	1%	2%	7%
			a	a			a		a		a	
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	1480	109	1437	152	1280	285	25
Tuffnells	11	4	2	*	1	10	2	7	4	7	4	-
	1%	1%	4%	%	4%	1%	1%	%	3%	1%	1%	-%
		a		a					a			
Parcels to go	9	6	2	-	2	5	5	2	7	*	6	3
	1%	1%	3%	-%	7%	%	4%	%	5%	%	2%	12%
			a		a		a		a		a	
Collect Plus	8	2	3	-	1	8	-	7	1	7	2	-
	1%	%	5%	-%	4%	1%	-%	%	1%	1%	1%	-%
		a		a								
Interparcel	7	2	-	1	3	2	5	2	5	2	3	2
	%	%	-%	1%	8%	%	4%	%	3%	%	1%	8%
				ab			a		a		a	
TNT Post UK	6	5	-	-	-	5	1	5	1	4	2	-
	%	1%	-%	-%	-%	%	1%	%	1%	%	1%	-%
Freight - Better / Night	6	3	-	-	-	6	-	4	2	4	2	-
	%	%	-%	-%	-%	%	-%	%	1%	%	1%	-%
Business Post	6	6	-	-	-	4	2	*	5	-	6	-
	%	1%	-%	-%	-%	%	2%	%	4%	-%	2%	-%
							a		a		a	
Pitney Bowes	4	1	-	-	-	*	4	*	4	*	3	1
	%	%	-%	-%	-%	%	4%	%	3%	%	1%	3%
							a		a		a	
Lynx	4	2	-	-	-	4	-	4	-	4	-	-
	%	%	-%	-%	-%	%	-%	%	-%	%	-%	-%
Securicor	3	3	-	-	-	3	-	3	-	*	3	-
	%	%	-%	-%	-%	%	-%	%	-%	%	1%	-%
											a	
Fastway Couriers	3	1	-	*	-	2	*	2	1	2	1	*
	%	%	-%	1%	-%	%	%	%	%	%	%	2%
One Post	2	-	-	-	-	2	-	2	-	2	-	-
	%	-%	-%	-%	-%	%	-%	%	-%	%	-%	-%
AJG Parcels	1	*	-	-	-	1	-	1	-	1	-	-
	%	%	-%	-%	-%	%	-%	%	-%	%	-%	-%
Local Courier	*	*	-	-	-	*	-	*	-	*	-	-
	%	%	-%	-%	-%	%	-%	%	-%	%	-%	-%
DHS	*	*	-	-	-	*	-	*	-	*	-	-
	%	%	-%	-%	-%	%	-%	%	-%	%	-%	-%
Neo Post	*	*	-	-	-	-	*	-	*	-	-	*
	%	%	-%	-%	-%	-%	%	-%	%	-%	-%	1%
							a					
Parcel Line	*	*	-	-	-	*	-	*	-	*	-	-
	%	%	-%	-%	-%	%	-%	%	-%	%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Legal Post	*	*	-	-	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Priority Express	*	-	-	-	*	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	3	*	-	-	-	9	-	9	-	9	-	-
	1%	*%	1%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Don't know	4	3	*	-	-	-	4	-	4	-	4	-	-
	*%	1%	1%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Other answers	130	68	7	9	*	*	105	25	94	36	73	52	5
	8%	12%	12%	18%	1%	2%	7%	23%	7%	24%	6%	18%	19%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c				de			a		a		a		

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Royal Mail	1387	756	221	394	1304	819	1327	546	418	234	934	342	10	288	405	1324	93
	87%	88%	85%	87%	87%	89%	87%	86%	91%	82%	87%	82%	90%	88%	85%	88%	80%
					f	f	f		acdfg		f			a		c	
DHL	307	192	42	69	286	178	289	145	75	63	204	88	4	98	127	290	38
	19%	22%	16%	15%	19%	19%	19%	23%	16%	22%	19%	21%	41%	30%	27%	19%	33%
		bc						ceg		e			a		b		b
UPS	298	168	37	90	271	164	276	156	73	91	210	119	3	51	125	274	31
	19%	20%	14%	20%	18%	18%	18%	25%	16%	32%	19%	29%	29%	16%	26%	18%	27%
		b						abceg		abce		c			b		b
Parcelforce	288	155	47	82	258	177	266	163	72	83	192	114	1	71	101	263	39
	18%	18%	18%	18%	17%	19%	18%	26%	16%	29%	18%	28%	5%	22%	21%	17%	34%
								abceg		abce							ab
TNT	276	143	40	91	250	146	257	121	82	74	208	92	4	49	92	255	36
	17%	17%	15%	20%	17%	16%	17%	19%	18%	26%	19%	22%	36%	15%	19%	17%	31%
										abcdeg	b	c					ab
FedEx	147	78	25	44	128	90	132	97	37	54	104	77	3	27	82	130	20
	9%	9%	10%	10%	9%	10%	9%	15%	8%	19%	10%	19%	26%	8%	17%	9%	18%
								abceg		abce		c			b		b
Yodel	120	52	31	38	107	64	111	63	29	39	82	54	*	21	48	113	13
	8%	6%	12%	8%	7%	7%	7%	10%	6%	14%	8%	13%	2%	6%	10%	8%	12%
			a					abce		abce		c					
Hermes	110	32	33	43	96	71	100	74	28	43	66	47	2	33	54	103	18
	7%	4%	13%	9%	6%	8%	7%	12%	6%	15%	6%	11%	23%	10%	11%	7%	16%
			a	a				abceg		abce					b		b
DPD	106	51	17	37	96	59	99	52	28	29	77	39	-	17	44	99	16
	7%	6%	7%	8%	6%	6%	7%	8%	6%	10%	7%	9%	-%	5%	9%	7%	14%
										abce		c			b		b
City Link Post	93	44	24	23	90	50	90	39	32	17	73	25	*	30	35	90	6
	6%	5%	9%	5%	6%	5%	6%	6%	7%	6%	7%	6%	2%	9%	7%	6%	5%
			ac														
UK Mail	69	40	9	20	60	28	61	35	14	27	63	28	*	14	23	64	9
	4%	5%	3%	4%	4%	3%	4%	5%	3%	10%	6%	7%	2%	4%	5%	4%	8%
								b		abce	abce						b
Interlink / Interlink Express / Direct	37	17	8	12	34	27	37	27	6	10	19	19	*	9	13	36	2
	2%	2%	3%	3%	2%	3%	2%	4%	1%	4%	2%	5%	3%	3%	3%	2%	2%
								aceg		eg							
APC	20	4	7	10	19	11	20	19	7	13	16	18	-	1	12	20	*
	1%	4%	3%	2%	1%	1%	1%	3%	2%	5%	2%	4%	-%	1%	3%	1%	4%
			a	a				abce		abce		c					
DX	18	2	1	16	18	17	18	16	10	5	17	9	-	7	8	18	5
	1%	4%	3%	3%	1%	2%	1%	2%	2%	2%	2%	2%	-%	2%	2%	1%	4%
				ab				ac									b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
TNT Express	16	8	3	5	12	9	14	13	10	9	14	12	-	2	7	14	2
	1%	1%	1%	1%	1%	1%	1%	2%	2%	3%	1%	3%	-%	1%	1%	1%	2%
							ac	abc		abce		c					
Tuffnells	11	5	1	3	10	5	10	8	3	7	9	8	-	-	3	10	*
	1%	1%	*%	1%	1%	*%	1%	1%	1%	2%	1%	2%	-%	-%	1%	1%	*%
										abce		c					
Parcels to go	9	2	3	5	5	6	6	8	2	5	5	7	-	2	8	5	2
	1%	*%	1%	1%	*%	1%	*%	1%	*%	2%	*%	2%	-%	1%	2%	*%	1%
							ac			ace					b		b
Collect Plus	8	2	2	2	8	8	8	5	6	4	4	4	-	2	3	8	2
	1%	*%	1%	*%	1%	1%	1%	1%	1%	1%	*%	1%	-%	1%	1%	1%	1%
								g		g							
Interparcel	7	3	*	3	7	3	7	5	*	5	6	5	-	*	3	7	4
	*%	*%	*%	1%	*%	*%	*%	1%	*%	2%	1%	1%	-%	*%	1%	*%	4%
										abce							ab
TNT Post UK	6	3	-	3	6	3	6	4	2	1	4	2	*	3	3	6	-
	*%	*%	-%	1%	*%	*%	*%	1%	*%	*%	*%	1%	1%	1%	1%	*%	-%
Freight - Better / Night	6	4	-	1	6	3	6	1	3	3	4	3	-	-	1	6	-
	*%	1%	-%	*%	*%	*%	*%	*%	1%	1%	*%	1%	-%	-%	*%	*%	-%
Business Post	6	6	-	-	4	*	4	5	2	4	4	4	-	1	3	4	1
	*%	1%	-%	-%	*%	*%	*%	1%	*%	1%	*%	1%	-%	*%	1%	*%	1%
							b			abce							
Pitney Bowes	4	3	-	*	4	3	4	*	1	1	1	1	-	*	*	4	-
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%
Lynx	4	1	2	-	4	4	4	2	-	-	4	-	-	2	1	4	-
	*%	*%	1%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	1%	*%	*%	-%
			ac														
Securicor	3	3	-	-	3	3	3	3	-	3	3	-	-	3	-	3	3
	*%	*%	-%	-%	*%	*%	*%	*%	-%	1%	*%	-%	-%	1%	-%	*%	2%
										ace							ab
Fastway Couriers	3	2	*	*	3	2	3	2	1	2	2	2	-	*	1	3	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	*%	*%	1%
																	b
One Post	2	2	-	-	2	-	2	-	-	-	2	-	-	-	-	2	-
	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
AJG Parcels	1	1	-	-	1	1	1	*	*	-	1	-	-	*	*	1	-
	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	*%	-%
Local Courier	*	-	-	*	*	-	*	-	-	-	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
DHS	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*	-
	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%	*%	*%	*%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Unweighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Weighted total	*	-	-	*	*	-	*	*	-	-	*	-	-	*	-	*	-
Neo Post	*%	-%	-%	*%	*%	-%	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Parcel Line	*	-	-	*	*	-	*	*	-	-	*	*	-	*	*	-	-
	*%	-%	-%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%
Legal Post	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Priority Express	*	-	-	*	*	*	*	*	-	-	*	*	-	-	*	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	2	3	4	9	2	9	2	1	-	4	-	-	3	2	8	*
	1%	*%	1%	1%	1%	*%	1%	*%	*%	-%	*%	-%	-%	1%	*%	1%	*%
Don't know	4	1	2	2	4	2	4	*	2	-	3	-	-	4	-	4	-
	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%	*%	-%	-%	1%	-%	*%	-%
			a											a			
Other answers	130	75	25	30	126	89	127	72	32	48	102	56	1	26	51	128	17
	8%	9%	9%	6%	8%	10%	8%	11%	7%	17%	9%	14%	13%	8%	11%	8%	15%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Royal Mail	1387	1065	881	120	40	1210	1362	1160	1365	1055	1359	-	718	1364	160	165	1036	181
	87%	89%	89%	87%	92%	88%	87%	87%	87%	87%	87%	-	88%	87%	86%	84%	87%	89%
DHL	307	232	188	23	14	259	300	258	302	251	303	-	174	303	51	33	230	44
	19%	19%	19%	17%	32%	19%	19%	19%	19%	21%	19%	-	21%	19%	27%	17%	19%	22%
					ac										b			
UPS	298	216	181	39	9	231	294	258	297	254	293	-	189	293	46	39	215	43
	19%	18%	18%	28%	21%	17%	19%	19%	19%	21%	19%	-	23%	19%	25%	20%	18%	21%
				c									b		b			
Parcelforce	288	202	180	20	8	247	282	234	283	250	288	-	171	282	35	49	199	40
	18%	17%	18%	14%	19%	18%	18%	17%	18%	21%	18%	-	21%	18%	19%	25%	17%	20%
										b						b		
TNT	276	198	181	26	13	228	271	242	272	215	274	-	158	266	47	50	193	32
	17%	16%	18%	19%	30%	17%	17%	18%	17%	18%	18%	-	19%	17%	25%	26%	16%	16%
					c										ab	bc		
FedEx	147	100	81	16	6	123	141	120	142	130	146	-	95	146	40	31	101	15
	9%	8%	8%	12%	14%	9%	9%	9%	9%	11%	9%	-	12%	9%	21%	16%	8%	8%
															ab	bc		
Yodel	120	88	75	12	6	94	117	106	117	103	118	-	67	119	28	25	84	11
	8%	7%	8%	9%	13%	7%	7%	8%	7%	8%	8%	-	8%	8%	15%	13%	7%	6%
															ab	bc		
Hermes	110	78	67	18	2	86	107	89	108	93	108	-	55	105	24	29	62	20
	7%	7%	7%	13%	5%	6%	7%	7%	7%	8%	7%	-	7%	7%	13%	15%	5%	10%
				c											ab	b		b
DPD	106	81	62	7	3	94	103	88	103	93	101	-	65	103	17	27	70	10
	7%	7%	6%	5%	8%	7%	7%	7%	7%	8%	6%	-	8%	7%	9%	14%	6%	5%
																bc		
City Link Post	93	67	51	10	4	73	87	77	87	87	93	-	55	93	12	11	67	15
	6%	6%	5%	8%	9%	5%	6%	6%	6%	7%	6%	-	7%	6%	6%	6%	6%	7%
UK Mail	69	47	45	8	3	56	69	57	69	64	69	-	47	67	11	9	47	13
	4%	4%	5%	6%	7%	4%	4%	4%	4%	5%	4%	-	6%	4%	6%	4%	4%	7%
Interlink / Interlink Express / Direct	37	27	23	3	-	31	37	29	37	32	37	-	21	36	3	8	25	4
	2%	2%	2%	2%	-	2%	2%	2%	2%	3%	2%	-	3%	2%	2%	4%	2%	2%
APC	20	8	14	3	-	15	20	17	20	19	20	-	12	20	4	10	9	1
	1%	1%	1%	2%	-	1%	1%	1%	1%	2%	1%	-	2%	1%	2%	5%	1%	1%
																bc		
DX	18	17	14	2	-	16	18	18	18	18	18	-	12	18	5	1	17	*
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	3%	1%	1%	1%
TNT Express	16	10	6	*	-	14	16	11	16	15	16	-	10	16	4	2	13	1
	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	1%
Tuffnells	11	9	7	2	-	9	11	10	11	11	11	-	8	11	-	*	6	5
	1%	1%	1%	2%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	2%
																		ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 18 (continuation)

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QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Parcels to go	9 1%	5 %	3 %	- %	- %	6 %	8 %	5 %	8 %	9 1%	9 1%	- %	2 %	9 1%	1 1%	5 2% b	2 % b	3 1% b
Collect Plus	8 1%	8 1%	8 1%	4 3% c	- -%	5 %*	8 1%	8 1%	8 1%	7 1%	8 1%	- -%	4 1%	6 %*	2 1%	4 2% b	2 %* b	2 1% b
Interparcel	7 %*	3 %*	4 %*	- -%	- -%	5 %*	7 %*	4 %*	7 %*	7 1%	7 %*	- -%	6 1%	7 %*	5 3% ab	3 1% b	3 %*	- -%
TNT Post UK	6 %*	3 %*	5 %*	- -%	- -%	6 %*	6 %*	4 %*	6 %*	5 %*	6 %*	- -%	5 1%	6 %*	* %*	* %*	5 %*	1 %*
Freight - Better / Night	6 %*	3 %*	4 %*	* %*	- -%	5 %*	6 %*	6 %*	6 %*	6 %*	6 %*	- -%	5 1%	6 %*	- -%	- -%	6 %*	- -%
Business Post	6 %*	4 %*	2 %*	- -%	- -%	4 %*	6 %*	6 %*	6 %*	5 %*	6 %*	- -%	3 %*	6 %*	1 1%	- -%	4 %*	2 1%
Pitney Bowes	4 %*	3 %*	* %*	- -%	- -%	3 %*	4 %*	4 %*	4 %*	4 %*	4 %*	- -%	4 %*	4 %*	- -%	1 %*	3 %*	- -%
Lynx	4 %*	4 %*	4 %*	- -%	- -%	4 %*	4 %*	4 %*	4 %*	4 %*	4 %*	- -%	4 %*	4 %*	- -%	- -%	4 %*	- -%
Securicor	3 %*	3 %*	3 %*	3 2% c	- -%	* %*	3 %*	3 %*	3 %*	3 %*	3 %*	- -%	3 %*	3 %*	3 2% ab	- -%	* %*	3 1% b
Fastway Couriers	3 %*	1 %*	2 %*	* %*	- -%	2 %*	3 %*	3 %*	3 %*	2 %*	3 %*	- -%	1 %*	3 %*	1 1%	* %*	1 %*	1 %*
One Post	2 %*	2 %*	2 %*	- -%	- -%	2 %*	2 %*	2 %*	2 %*	- -%	2 %*	- -%	- -%	2 %*	- -%	- -%	- -%	2 1% b
AJG Parcels	1 %*	1 %*	1 %*	- -%	- -%	1 %*	1 %*	1 %*	1 %*	1 %*	1 %*	- -%	- -%	1 %*	- -%	- -%	1 %*	- -%
Local Courier	* %*	* %*	* %*	- -%	- -%	* %*	* %*	* %*	* %*	* %*	* %*	- -%	- -%	* %*	- -%	- -%	* %*	- -%
DHS	* %*	* %*	* %*	- -%	- -%	* %*	* %*	* %*	* %*	* %*	* %*	- -%	* %*	* %*	- -%	- -%	* %*	- -%
Neo Post	* %*	- -%	- -%	- -%	- -%	- -%	* %*	* %*	* %*	* %*	* %*	- -%	- -%	* %*	- -%	- -%	* %*	- -%
Parcel Line	* %*	* %*	* %*	- -%	- -%	* %*	* %*	* %*	* %*	* %*	* %*	- -%	* %*	* %*	- -%	- -%	* %*	- -%
Legal Post	* %*	* %*	* %*	- -%	- -%	* %*	* %*	* %*	* %*	* %*	* %*	- -%	* %*	* %*	- -%	- -%	* %*	- -%
Priority Express	* %*	* %*	* %*	- -%	- -%	* %*	* %*	* %*	* %*	* %*	* %*	- -%	* %*	* %*	- -%	- -%	* %*	- -%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	6	4	-	-	9	9	9	9	7	9	-	3	9	1	1	8	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	-%
Don't know	4	2	2	-	-	4	4	4	4	2	4	-	-	4	-	*	4	*
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
Other answers	130	95	81	19	*	102	130	124	130	114	130	-	79	130	27	14	95	21
	8%	8%	8%	14%	1%	7%	8%	9%	8%	9%	8%	-%	10%	8%	15%	7%	8%	11%
				bc											ab			

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Royal Mail	1387	115	76	1185	887	500	1267	120	1069	69	251	1121	43	178
	87%	79%	88%	88% a	88%	85%	88%	83%	88%	89%	87%	88%	80%	79%
DHL	307	37	21	245	200	107	296	10	227	11	69	231	19	60
	19%	25%	24%	18%	20%	18%	20% b	7%	19%	14%	24% b	18%	35%	27%
UPS	298	35	26	233	175	123	276	22	215	12	71	216	21	81
	19%	24% c	30% c	17%	17%	21%	19%	15%	18%	15%	24% b	17%	39%	36%
Parcelforce	288	36	32	219	172	117	264	24	213	9	60	218	16	85
	18%	25% c	37% ac	16%	17%	20%	18%	17%	18%	11%	21%	17%	30%	38%
TNT	276	32	18	226	170	106	252	24	202	17	47	222	19	56
	17%	22%	21%	17%	17%	18%	17%	16%	17%	22%	16%	17%	35%	25%
FedEx	147	34	10	103	88	59	145	2	98	13	35	109	16	42
	9%	23% bc	11%	8%	9%	10%	10% b	1%	8%	17% a	12%	9%	29%	19%
Yodel	120	24	14	82	70	50	113	7	86	9	23	92	8	31
	8%	17% c	16% c	6%	7%	9%	8%	5%	7%	11%	8%	7%	15%	14%
Hermes	110	25	27	58	58	52	106	4	77	4	26	79	15	45
	7%	17% c	31% ac	4%	6%	9% a	7%	3%	6%	4%	9%	6%	27%	20%
DPD	106	20	7	79	65	41	100	6	91	4	20	83	10	15
	7%	13% c	8%	6%	7%	7%	7%	4%	7%	5%	7%	7%	19% b	7%
City Link Post	93	16	7	70	53	40	85	8	69	4	18	70	7	22
	6%	11% c	8%	5%	5%	7%	6%	5%	6%	5%	6%	6%	13%	10%
UK Mail	69	12	4	53	46	23	65	4	49	4	15	52	8	19
	4%	8% c	5%	4%	5%	4%	4%	3%	4%	5%	5%	4%	15%	8%
Interlink / Interlink Express / Direct	37	11	2	24	16	21	37	-	23	2	11	26	8	10
	2%	7% c	3%	2%	2%	4% a	3%	-%	2%	2%	4%	2%	14% b	5%
APC	20	10	-	9	15	5	20	-	13	3	8	10	6	7
	1%	7% bc	-%	1%	1%	1%	1%	-%	1%	4% a	3% b	1%	10% b	3%
DX	18	6	*	11	12	5	18	*	15	3	6	12	2	5
	1%	4% c	1%	1%	1%	1%	1%	%	1%	3%	2%	1%	4%	2%
TNT Express	16	5	*	11	9	8	16	-	11	-	6	8	1	5
	1%	3% c	1%	1%	1%	1%	1%	-%	1%	-%	2% b	1%	1%	2%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Tuffnells	11	2	3	6	7	4	11	*	6	*	-	11	2	2
	1%	2%	3%	1%	1%	1%	1%	1%	1%	1%	-	1%	5%	1%
			c										b	
Parcels to go	9	6	3	*	6	3	9	-	6	-	-	6	-	9
	1%	4%	4%	1%	1%	1%	1%	1%	1%	1%	-	1%	-	4%
		c	c											
Collect Plus	8	*	4	4	2	6	8	-	6	-	*	8	-	2
	1%	1%	4%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
			ac			a								
Interparcel	7	4	*	2	4	2	5	2	5	*	*	4	-	5
	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
		c												
TNT Post UK	6	3	*	2	3	3	5	*	5	*	*	6	2	*
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%
		c											b	
Freight - Better / Night	6	2	-	4	3	3	6	-	6	-	-	6	-	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Business Post	6	2	-	3	6	-	6	-	2	1	1	4	2	1
	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	5%	1%
		c								a			b	
Pitney Bowes	4	-	*	4	3	*	4	-	3	-	-	3	-	4
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Lynx	4	-	-	4	1	2	4	-	2	-	-	4	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Securicor	3	-	-	3	3	*	3	-	3	-	3	*	-	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
											b			
Fastway Couriers	3	-	*	2	3	-	3	-	1	-	-	2	-	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
One Post	2	-	-	2	2	-	2	-	2	-	-	2	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
AJG Parcels	1	-	-	1	1	*	1	-	1	*	*	1	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Local Courier	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DHS	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Neo Post	*	-	-	*	-	*	*	-	-	-	-	-	-	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Parcel Line	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Legal Post	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	***	-%	-%	***	***	-%	***	-%	***	-%	-%	***	-%	***
Priority Express	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	***	-%	-%	***	***	-%	***	-%	***	-%	-%	***	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	9	1	-	8	2	8	9	-	7	-	5	4	-	-
	1%	1%	-%	1%	***	1%	1%	-%	1%	-%	2%	***	-%	-%
Don't know	4	-	-	4	2	2	4	*	4	-	-	4	-	-
	***	-%	-%	***	***	***	***	***	***	-%	-%	***	-%	-%
Other answers	130	17	11	103	84	46	117	13	93	11	29	97	16	34
	8%	11%	13%	8%	8%	8%	8%	9%	8%	14%	10%	8%	30%	15%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 18 (continuation)

Page 210

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DHL

UPS

Parcelforce

TNT

FedEx

Yodel

Hermes

DPD

City Link Post

UK Mail

Interlink / Interlink
Express / Direct

APC

DX

TNT Express

Tuffnells

Parcels to go

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Royal Mail	1387	197	336	355	345	352
	87%	80%	87%	89%	86%	87%
DHL	307	65	90	90	52	76
	19%	26%	23%	22%	13%	19%
			c	c		c
UPS	298	85	102	70	50	75
	19%	35%	26%	17%	13%	19%
			bcd			c
Parcelforce	288	93	80	69	60	79
	18%	38%	21%	17%	15%	20%
			c			
TNT	276	65	100	70	46	59
	17%	27%	26%	17%	12%	15%
			bcd	c		
FedEx	147	53	45	38	24	41
	9%	21%	12%	9%	6%	10%
			c			c
Yodel	120	35	34	19	39	29
	8%	14%	9%	5%	10%	7%
			b		b	
Hermes	110	50	30	25	24	32
	7%	20%	8%	6%	6%	8%
DPD	106	21	27	23	25	31
	7%	9%	7%	6%	6%	8%
City Link Post	93	26	27	27	13	26
	6%	10%	7%	7%	3%	6%
			c	c		c
UK Mail	69	25	31	9	8	21
	4%	10%	8%	2%	2%	5%
			bc			bc
Interlink / Interlink Express / Direct	37	14	10	5	10	12
	2%	6%	3%	1%	2%	3%
APC	20	11	3	1	6	9
	1%	4%	1%	1%	2%	2%
					b	b
DX	18	6	11	*	5	2
	1%	2%	3%	1%	1%	1%
			bd		b	
TNT Express	16	6	3	3	6	5
	1%	2%	1%	1%	1%	1%
Tuffnells	11	4	10	1	*	*
	1%	2%	3%	1%	1%	1%
			bcd			
Parcels to go	9	9	2	4	*	2
	1%	3%	1%	1%	1%	1%

Ofcom; Business Postal Tracker

Table 18 (continuation)

Page 211

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Collect Plus

Interparcel

TNT Post UK

Freight - Better / Night

Business Post

Pitney Bowes

Lynx

Securicor

Fastway Couriers

One Post

AJG Parcels

Local Courier

DHS

Neo Post

Parcel Line

Legal Post

Priority Express

MHI (Mail Handling International)

Eagle Couriers

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Collect Plus	8	2	4	*	1	2
	1%	1%	1%	*%	*%	1%
Interparcel	7	5	-	4	2	*
	*%	2%	-%	1%	*%	*%
				a		
TNT Post UK	6	1	5	-	*	1
	*%	*%	1%	-%	*%	*%
			bc			
Freight - Better / Night	6	2	4	-	-	2
	*%	1%	1%	-%	-%	*%
			bc			
Business Post	6	4	4	-	-	2
	*%	2%	1%	-%	-%	*%
			bc			
Pitney Bowes	4	4	1	-	3	-
	*%	2%	*%	-%	1%	-%
Lynx	4	-	2	-	-	1
	*%	-%	1%	-%	-%	*%
Securicor	3	3	-	3	-	-
	*%	1%	-%	1%	-%	-%
Fastway Couriers	3	1	*	1	*	1
	*%	*%	*%	*%	*%	*%
One Post	2	-	-	-	2	-
	*%	-%	-%	-%	*%	-%
AJG Parcels	1	-	*	*	*	-
	*%	-%	*%	*%	*%	-%
Local Courier	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
DHS	*	-	-	-	*	-
	*%	-%	-%	-%	*%	-%
Neo Post	*	*	*	-	-	-
	*%	*%	*%	-%	-%	-%
Parcel Line	*	-	*	-	-	-
	*%	-%	*%	-%	-%	-%
Legal Post	*	*	-	-	*	-
	*%	*%	-%	-%	*%	-%
Priority Express	*	-	-	-	*	*
	*%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

QV3. Thinking about mail services, which providers can you think of?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

First Post

Wey Group International

ENC

Fast Track

Euro

UK / British Mail

Global Mailing

Haynes

Coopers Carriers

None

Don't know

Other answers

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
TOTAL	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
9	-	-	*	5	1	3
1%	-%	-%	*%	1%	*%	1%
				a		
4	-	-	*	2	2	-
*%	-%	-%	*%	*%	1%	-%
130	37	2	44	38	14	35
8%	15%	34%	11%	9%	3%	9%
			c	c		c

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

UPS

DHL

FedEx

DX

Parcelforce

UK Mail

Neo Post

Pitney Bowes

Local Courier

TNT

Yodel

Hermes

City Link Post

MHI (Mail Handling
International)

Interlink / Interlink
Express / Direct

APC

Eagle Couriers

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	*a	b	*c	d	*e	f	g	*h	*i	j	k	l	m
403	18	37	22	30	29	39	30	25	25	51	48	49	255
403	24	42	42	28	26	65	63	31	27	20	18	18	347
Royal Mail	400	24	42	42	28	24	65	63	31	27	19	18	345
99%	100%	100%	100%	100%	94%	100%	100%	100%	100%	95%	100%	97%	99%
													j
UPS	4	-	-	-	1	-	2	-	*	-	-	-	4
1%	-%	-%	-%	4%	-%	4%	-%	1%	-%	-%	-	-	1%
DHL	3	-	-	-	-	-	2	-	-	-	-	*	2
1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	3%	1%
FedEx	2	-	-	-	-	2	-	-	-	-	-	-	2
1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	1%
DX	2	-	-	-	1	-	*	-	-	-	-	1	1
1%	-%	-%	-%	-%	5%	-%	*%	-%	-%	-%	-%	5%	*%
												m	
Parcelforce	1	-	-	-	-	-	-	-	-	*	-	*	-
*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	3%	-%
										m		m	
UK Mail	*	-	-	-	-	-	-	-	-	-	-	*	-
*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	-%
												m	
Neo Post	*	-	-	-	-	-	-	-	-	*	-	-	-
*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
										m			
Pitney Bowes	*	-	*	-	-	*	-	-	-	-	-	-	*
*%	-%	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%
													*
Local Courier	*	-	-	-	-	-	-	-	-	-	-	-	*
*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Hermes	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
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Table 19 (continuation)

Page 214

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	d	*e	f	g	*h	*i	j	k	l	m
Unweighted total	403	18	37	22	30	29	39	30	25	25	51	48	49	255
Weighted total	403	24	42	42	28	26	65	63	31	27	20	18	18	347
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Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

Significance Level: 95% Unweighted total Weighted total Coopers Carriers DHS TNT Express TNT Post UK Collect Plus Interparcel Securicor None Don't know Other answers NET: RM Only NET: RM and other NET: Provider other than RM only Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	b	*c	d	*e	f	g	*h	*i	j	k	l	m
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	403	24	42	42	28	26	65	63	31	27	20	18	18	347
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Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m

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Table 19 (continuation)

Page 216

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	403	42	45	4	22	100	21	151	297	66	24	16	106	159	244
Weighted total	403	43	33	5	16	109	22	149	387	10	4	3	16	182	221
Royal Mail	400	43	32	5	15	108	21	148	384	9	4	3	16	179	220
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Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
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Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 19 (continuation)

Page 217

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	403	42	45	4	22	100	21	151	297	66	24	16	106	159	244
Weighted total	403	43	33	5	16	109	22	149	387	10	4	3	16	182	221
DPD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fastway Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcels to go	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	403	42	45	4	22	100	21	151	297	66	24	16	106	159	244
Weighted total	403	43	33	5	16	109	22	149	387	10	4	3	16	182	221
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	2	-	-	-	-	*	-	1	2	-	-	-	-	1	*
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	1	-	-	-	-	*	-	1	1	*	-	-	*	-	1
NET: RM Only	389	43	32	5	15	101	21	145	374	9	4	2	15	176	213
NET: RM and other	11	-	-	-	-	7	-	3	10	*	-	*	*	4	7
NET: Provider other than RM only	1	-	1	-	1	-	*	-	1	*	*	-	1	1	*
	*%	-	2%	-	4%	-	1%	-	*%	4%	4%	-	3%	1%	*%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	403	137	19	34	14	283	120	90	193	120	177	82	51	48	24	17	-
Weighted total	403	169	14	26	3	319	84	111	208	84	224	80	45	28	20	4	-
Royal Mail	400	168	14	26	3	317	83	111	206	83	224	79	45	27	19	4	-
	99%	99%	100%	98%	100%	99%	99%	100%	99%	99%	100%	99%	100%	98%	99%	100%	-%
UPS	4	2	1	-	-	2	1	-	2	1	3	-	-	-	1	-	-
	1%	1%	9%	-%	-%	1%	2%	-%	1%	2%	1%	-%	-%	-%	6%	-%	-%
DHL	3	2	*	-	-	2	*	2	-	*	2	-	-	-	*	-	-
	1%	1%	3%	-%	-%	1%	1%	2%	-%	1%	1%	-%	-%	-%	2%	-%	-%
FedEx	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%
DX	2	*	-	-	-	1	1	-	1	1	-	-	-	1	1	*	-
	1%	*%	-%	-%	-%	*%	1%	-%	1%	1%	-%	-%	-%	5%	3%	12%	-%
Parcelforce	1	-	*	-	-	*	*	*	-	*	*	-	-	-	*	-	-
	*%	-%	3%	-%	-%	*%	1%	*%	-%	1%	*%	-%	-%	-%	2%	-%	-%
UK Mail	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	*%	-%	-%	2%	-%	-%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%
Neo Post	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	2%	-%	-%	-%
Pitney Bowes	*	-	-	-	-	*	*	-	*	*	-	*	-	*	-	-	-
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	-%	*%	-%	1%	-%	-%	-%
Local Courier	*	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-
	*%	-%	-%	-%	7%	-%	*%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Hermes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	403	137	19	34	14	283	120	90	193	120	177	82	51	48	24	17	-
Weighted total	403	169	14	26	3	319	84	111	208	84	224	80	45	28	20	4	-
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	403	137	19	34	14	283	120	90	193	120	177	82	51	48	24	17	-
Weighted total	403	169	14	26	3	319	84	111	208	84	224	80	45	28	20	4	-
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	1	*	*	*	-	1	-	-	1	-	-	*	*	*	-	-	-
	1%	1%	3%	1%	-%	1%	-%	-%	1%	-%	-%	1%	1%	1%	-%	-%	-%
NET: RM Only	389	162	11	26	2	309	80	108	201	80	219	79	45	25	17	4	-
	97%	96%	84%	98%	93%	97%	95%	97%	97%	95%	98%	99%	99%	92%	88%	88%	-%
NET: RM and other	11	5	2	*	*	8	3	3	5	3	5	*	*	2	2	*	-
	3%	3%	16%	1%	7%	2%	4%	3%	2%	4%	2%	1%	1%	6%	11%	12%	-%
NET: Provider other than RM only	1	*	-	*	-	1	1	-	1	1	-	1	-	1	*	-	-
	1%	1%	-%	2%	-%	1%	1%	-%	1%	1%	-%	1%	-%	2%	1%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	403	166	23	22	6	9	370	33	351	52	286	113	4
Weighted total	403	169	15	19	3	5	377	26	361	42	301	101	1
Royal Mail	400	167	15	18	3	5	375	24	359	41	301	99	-
	99%	99%	100%	97%	100%	97%	99%	95%	99%	97%	100%	98%	-%
							b				b		
UPS	4	2	-	-	1	-	4	*	2	1	-	4	-
	1%	1%	-%	-%	47%	-%	1%	1%	1%	3%	-%	4%	-%
												a	
DHL	3	-	-	*	-	-	3	-	3	-	-	3	-
	1%	-%	-%	3%	-%	-%	1%	-%	1%	-%	-%	3%	-%
												a	
FedEx	2	2	-	-	-	-	2	-	2	-	-	2	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	-%	2%	-%
												a	
DX	2	1	-	-	-	-	1	1	2	*	-	2	-
	1%	*%	-%	-%	-%	-%	*%	5%	1%	1%	-%	2%	-%
								a				a	
Parcelforce	1	*	-	*	-	-	1	-	1	-	-	1	-
	*%	*%	-%	3%	-%	-%	*%	-%	*%	-%	-%	1%	-%
								*		*		*	
UK Mail	*	-	-	*	-	-	-	*	-	*	-	-	*
	*%	-%	-%	3%	-%	-%	-%	2%	-%	1%	-%	-%	37%
								a		a			
Neo Post	*	-	-	-	-	-	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	2%	-%	1%	-%	-%	37%
								a		a			
Pitney Bowes	*	-	-	-	-	*	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	3%	-%	1%	-%	1%	-%	-%	27%
								a					
Local Courier	*	*	-	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Hermes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 19 (continuation)

Page 223

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	c
Unweighted total	403	166	23	22	6	9	370	33	351	52	286	113	4
Weighted total	403	169	15	19	3	5	377	26	361	42	301	101	1
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	403	166	23	22	6	9	370	33	351	52	286	113	4
Weighted total	403	169	15	19	3	5	377	26	361	42	301	101	1
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	2	-	-	-	-	2	-	2	-	-	2	-
	*%	1%	-%	-%	-%	-%	*%	-%	*%	-%	-%	2% a	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	1	1	-	-	-	-	*	1	1	-	-	1	-
	*%	1%	-%	-%	-%	-%	*%	4% a	*%	-%	-%	1% a	-%
NET: RM Only	389	162	15	18	1	5	367	22	350	39	301	89	-
	97%	96%	100%	95%	53%	97%	97% b	86% a	97% b	92% a	100% b	88% a	-%
NET: RM and other	11	5	-	*	1	-	8	2	9	2	-	11	-
	3%	3%	-%	3%	47%	-%	2% a	9% a	2% a	5% a	-%	10% a	-%
NET: Provider other than RM only	1	*	-	*	-	*	*	1	*	1	-	*	1
	*%	*%	-%	3%	-%	3%	*%	5% a	*%	3% a	-%	*%	100%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	403	200	86	113	388	268	393	197	138	85	294	125	3	97	133	388	44
Weighted total	403	206	90	102	387	237	389	185	126	74	283	113	1	96	131	384	21
Royal Mail	400	204	89	101	386	236	388	182	126	74	282	111	1	94	130	381	21
	99%	99%	100%	99%	100%	99%	100%	99%	100%	99%	100%	99%	100%	98%	99%	99%	97%
UPS	4	-	3	1	1	1	1	4	2	1	4	4	-	-	2	1	1
	1%	-%	3%	1%	1%	1%	1%	2%	2%	2%	1%	3%	-%	-%	2%	1%	6%
			a				ac										b
DHL	3	2	-	*	3	3	3	*	*	*	*	*	-	-	*	3	-
	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	-%
FedEx	2	-	2	-	-	-	-	2	2	-	2	2	-	-	2	-	-
	1%	-%	3%	-%	-%	-%	-%	1%	2%	-%	1%	2%	-%	-%	2%	-%	-%
			a				ac		abc						b		
DX	2	*	-	2	2	2	2	1	-	-	2	-	-	1	*	2	1
	1%	1%	-%	2%	1%	1%	1%	1%	-%	-%	1%	-%	-%	1%	1%	1%	4%
																	ab
Parcelforce	1	*	-	*	1	*	1	*	*	*	*	1	-	-	*	1	-
	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	-%
UK Mail	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	1%	1%	-%	-%	1%	1%	1%	1%	-%	1%	-%	1%	-%	-%	1%	1%	2%
																	b
Neo Post	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	1%	1%	-%	-%	1%	1%	1%	-%	1%	-%	1%	-%	-%	-%	-%	1%	-%
Pitney Bowes	*	-	*	*	*	*	*	*	-	-	*	*	-	-	*	*	*
	1%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	-%	-%	1%	1%	1%
Local Courier	*	*	-	-	*	-	*	-	-	-	*	-	-	*	-	*	-
	1%	1%	-%	-%	1%	-%	1%	-%	-%	-%	1%	-%	-%	1%	-%	1%	-%
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Hermes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Significance Level: 95%	403	200	86	113	388	268	393	197	138	85	294	125	3	97	133	388	44
Unweighted total	403	206	90	102	387	237	389	185	126	74	283	113	1	96	131	384	21
Weighted total																	
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fastway Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcels to go	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Significance Level: 95%	403	200	86	113	388	268	393	197	138	85	294	125	3	97	133	388	44
Unweighted total	403	206	90	102	387	237	389	185	126	74	283	113	1	96	131	384	21
Weighted total																	
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	1	-	*	-	-	-	2	-	-	-	*	-	1	-	2	-
	*%	1%	-%	*%	-%	-%	-%	1%	-%	-%	-%	*%	-%	1%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	1	-	*	1	1	1	1	1	*	-	1	1	-	*	1	1	-
	*%	-%	1%	1%	*%	*%	*%	1%	*%	-%	*%	1%	-%	*%	*%	*%	-%
NET: RM Only	389	201	86	97	377	228	380	177	122	72	274	106	1	94	127	373	19
	97%	97%	96%	95%	98%	96%	98%	95%	97%	97%	97%	94%	100%	98%	96%	97%	87%
															c	c	
NET: RM and other	11	4	3	4	8	8	8	6	3	2	8	6	-	1	4	8	2
	3%	2%	3%	4%	2%	3%	2%	3%	3%	2%	3%	5%	-%	1%	3%	2%	10%
																	b
NET: Provider other than RM only	1	1	*	*	1	1	1	1	*	*	1	1	-	*	1	1	1
	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%	*%	1%	-%	*%	1%	*%	3%
																	b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	403	312	265	27	6	363	394	361	399	327	400	-	223	387	60	58	305	40
Weighted total	403	298	241	20	6	373	395	353	399	332	402	-	219	389	42	55	308	40
Royal Mail	400	296	241	20	6	371	392	349	396	328	398	-	216	386	40	54	306	40
	99%	99%	100%	100%	100%	99%	99%	99%	99%	99%	99%	-%	99%	99%	95%	97%	99%	100%
UPS	4	1	*	-	-	4	4	4	4	4	4	-	4	4	2	1	3	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	2%	1%	6%	2%	1%	-%
DHL	3	-	3	-	-	3	3	3	3	3	3	-	2	3	*	*	2	-
	1%	-%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	-%
FedEx	2	-	-	-	-	2	2	2	2	2	2	-	2	2	2	-	2	-
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	6%	-%	1%	-%
DX	2	2	2	-	-	2	2	2	2	2	2	-	2	2	1	-	2	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	-%
Parcelforce	1	*	*	-	-	1	*	*	*	1	1	-	*	*	*	*	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1%	1%	*%	-%
UK Mail	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	1%	1%	-%	-%
Neo Post	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	1%	-%	-%
Pitney Bowes	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	*	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Local Courier	*	*	-	-	-	*	*	*	*	-	*	-	-	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Hermes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 19 (continuation)

Page 229

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	403	a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	403	312	265	27	6	363	394	361	399	327	400	-	223	387	60	58	305	40
Weighted total	403	298	241	20	6	373	395	353	399	332	402	-	219	389	42	55	308	40
DPD	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fastway Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcels to go	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 19 (continuation)

Page 230

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	403	312	265	27	6	363	394	361	399	327	400	-	223	387	60	58	305	40
Weighted total	403	298	241	20	6	373	395	353	399	332	402	-	219	389	42	55	308	40
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	2	2	-	-	-	2	2	2	2	2	2	-	2	2	1	*	1	-
	1%	1%	-	-	-	1%	1%	1%	1%	1%	1%	-	1%	1%	3%	1%	1%	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	1	1	1	-	-	1	1	1	1	1	1	-	*	1	*	*	*	*
	1%	1%	1%	-	-	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	1%	1%	1%
NET: RM Only	389	292	236	20	6	361	382	339	386	318	388	-	207	376	36	52	298	39
	97%	98%	98%	100%	100%	97%	97%	96%	97%	96%	97%	-	95%	97%	85%	94%	97%	99%
NET: RM and other	11	5	6	-	-	11	10	10	10	10	11	-	9	10	4	2	8	*
	3%	2%	2%	-	-	3%	3%	3%	3%	3%	3%	-	4%	3%	10%	3%	3%	1%
NET: Provider other than RM only	1	*	-	-	-	*	1	1	1	1	1	-	1	1	1	1	1	-
	1%	1%	-	-	-	1%	1%	1%	1%	1%	1%	-	1%	1%	2%	2%	1%	-

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 19 (continuation)

Page 231

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	b	a	*b	a	b	*a	b
Unweighted total	403	28	27	345	244	159	367	36	319	23	70	329	16	69
Weighted total	403	19	23	359	243	160	364	39	321	22	59	343	11	62
Royal Mail	400	17	22	358	241	159	361	39	320	22	59	341	11	61
	99%	92%	96%	100%	99%	99%	99%	100%	100%	100%	100%	99%	98%	98%
UPS	4	-	-	4	-	4	4	-	4	-	1	3	-	4
	1%	-%	-%	1%	-%	2%	1%	-%	1%	-%	2%	1%	-%	6%
						a								
DHL	3	2	-	*	3	-	3	-	2	-	*	2	*	2
	1%	13%	-%	*%	1%	-%	1%	-%	1%	-%	1%	1%	4%	4%
FedEx	2	-	-	2	-	2	2	-	2	-	-	2	-	2
	1%	-%	-%	1%	-%	1%	1%	-%	1%	-%	-%	1%	-%	4%
DX	2	-	-	2	2	*	2	-	1	-	*	2	*	2
	1%	-%	-%	1%	1%	*%	1%	-%	*%	-%	*%	1%	2%	4%
Parcelforce	1	-	*	1	*	*	*	*	*	-	*	*	*	*
	*%	-%	-%	*%	*%	*%	*%	1%	*%	-%	1%	*%	4%	1%
UK Mail	*	-	*	-	*	-	*	-	-	-	-	-	*	*
	*%	-%	2%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%	1%
Neo Post	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	1%
Pitney Bowes	*	*	-	*	*	-	*	-	-	-	-	-	-	*
	*%	1%	-%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	1%
Local Courier	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%	-%	*%	-%	*%
TNT	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Yodel	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Hermes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interlink / Interlink Express / Direct	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
APC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DPD	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	b	a	*b	a	b	*a	b
Unweighted total	403	28	27	345	244	159	367	36	319	23	70	329	16	69
Weighted total	403	19	23	359	243	160	364	39	321	22	59	343	11	62
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fastway Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcels to go	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	b	a	*b	a	b	*a	b
Unweighted total	403	28	27	345	244	159	367	36	319	23	70	329	16	69
Weighted total	403	19	23	359	243	160	364	39	321	22	59	343	11	62
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TNT Post UK	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	2	1	*	-	*	1	2	-	*	-	-	2	-	-
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other answers	1	-	-	1	1	-	1	-	1	-	-	1	-	1
NET: RM Only	389	15	22	350	235	154	351	38	311	22	57	332	10	51
	97%	79%	96%	98%	97%	96%	96%	99%	97%	100%	97%	97%	94%	82%
NET: RM and other	11	2	-	8	6	5	10	*	9	-	2	9	*	10
	3%	13%	-%	2%	2%	3%	3%	1%	3%	-%	3%	3%	4%	16%
NET: Provider other than RM only	1	*	*	1	1	-	1	-	*	-	*	-	*	1
	*%	1%	2%	*%	1%	-%	*%	-%	*%	-%	*%	-%	2%	2%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

UPS

DHL

FedEx

DX

Parcelforce

UK Mail

Neo Post

Pitney Bowes

Local Courier

TNT

Yodel

Hermes

City Link Post

MHI (Mail Handling International)

Interlink / Interlink Express / Direct

APC

Eagle Couriers

DPD

Lynx

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	a	*b	*a	*b	c
403	78	1	-	-	403
403	65	2	-	-	403
400	64	2	-	-	400
99%	98%	100%	-%	-%	99%
4	4	-	-	-	4
1%	6%	-%	-%	-%	1%
3	3	-	-	-	3
1%	4%	-%	-%	-%	1%
2	2	-	-	-	2
1%	4%	-%	-%	-%	1%
2	1	-	-	-	2
1%	2%	-%	-%	-%	1%
1	1	-	-	-	1
*%	1%	-%	-%	-%	*%
*	*	-	-	-	*
*%	1%	-%	-%	-%	*%
*	*	-	-	-	*
*%	1%	-%	-%	-%	*%
*	*	-	-	-	*
*%	1%	-%	-%	-%	*%
*	*	-	-	-	*
*%	*%	-%	-%	-%	*%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%

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Table 19 (continuation)

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QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

First Post

-

-%

One Post

-

-%

Wey Group International

-

-%

ENC

-

-%

Fast Track

-

-%

Fastway Couriers

-

-%

Tuffnells

-

-%

Euro

-

-%

UK / British Mail

-

-%

Freight - Better / Night

-

-%

Parcels to go

-

-%

Global Mailing

-

-%

Haynes

-

-%

Priority Express

-

-%

Business Post

-

-%

Legal Post

-

-%

AJG Parcels

-

-%

Parcel Line

-

-%

Coopers Carriers

-

-%

DHS

-

-%

TNT Express

-

-%

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	a	*b	*a	*b	c
403	78	1	-	-	403
403	65	2	-	-	403
First Post	-	-	-	-	-
-	-%	-%	-%	-%	-%
One Post	-	-	-	-	-
-	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-
-	-%	-%	-%	-%	-%
ENC	-	-	-	-	-
-	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-
-	-%	-%	-%	-%	-%
Fastway Couriers	-	-	-	-	-
-	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-
-	-%	-%	-%	-%	-%
Euro	-	-	-	-	-
-	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-
-	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-
-	-%	-%	-%	-%	-%
Parcels to go	-	-	-	-	-
-	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-
-	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-
-	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-
-	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-
-	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-
-	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-
-	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-
-	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-
-	-%	-%	-%	-%	-%
DHS	-	-	-	-	-
-	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-
-	-%	-%	-%	-%	-%

QV4a. And who does your organisation use for its mail service? So firstly for letters and large letters?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

TNT Post UK

Collect Plus

Interparcel

Securicor

None

Don't know

Other answers

NET: RM Only

NET: RM and other

NET: Provider other than

RM only

Columns Tested: a,b - a,b,c

	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	a	*b	*a	*b	c
403	78	1	-	-	403
403	65	2	-	-	403
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
2	-	-	-	-	2
*%	-%	-%	-%	-%	*%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
1	1	-	-	-	1
*%	1%	-%	-%	-%	*%
389	54	2	-	-	389
97%	84%	100%	-%	-%	97%
11	9	-	-	-	11
3%	14%	-%	-%	-%	3%
1	1	-	-	-	1
*%	2%	-%	-%	-%	*%

QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Royal Mail	181	4	19	27	10	11	25	27	17	14	9	8	9	154
	11%	4%	12% a	17% a	12%	9%	9%	12%	12%	13% a	11%	11%	12% a	11% a
DHL	17	2	-	2	1	*	8	3	-	*	*	-	*	16
	1%	2%	-	1%	2%	*%	3% jk	1%	-	*%	*%	-	1%	1%
Parcelforce	15	2	-	-	4	-	3	-	5	-	1	1	*	13
	1%	2%	-	-	4% begiklm	-	1%	-	4% begm	-	1%	1%	1%	1%
APC	13	-	3	*	-	-	3	5	2	*	-	*	-	13
	1%	-	2% jl	*%	-	-	1%	2% jl	1%	*%	-	1%	-	1%
UPS	12	2	*	*	-	-	5	-	2	*	*	1	1	9
	1%	2%	*%	*%	-	-	2%	-	1%	*%	1%	2%	1%	1%
FedEx	9	2	*	5	*	*	*	-	2	-	*	*	*	9
	1%	2%	*%	3% fkilm	*%	*%	*%	-	1%	-	1%	*%	*%	1%
Hermes	8	2	2	-	1	1	-	-	2	-	*	-	-	8
	1%	2%	1%	-	1%	1%	-	-	1%	-	1%	-	-	1%
TNT	7	2	*	-	*	-	-	3	*	-	-	*	1	5
	*%	2% j	*%	-	*%	-	-	1%	*%	-	-	*%	2% m	*%
Interlink / Interlink Express / Direct	4	2	-	-	-	-	*	2	-	*	-	-	-	4
	*%	2% jm	-	-	-	-	*%	1%	-	*%	-	-	-	*%
DPD	4	-	-	-	*	-	-	-	2	1	*	-	1	3
	*%	-	-	-	*%	-	-	-	1%	1%	*%	-	1%	*%
TNT Express	3	2	-	-	-	-	-	-	2	*	-	-	-	3
	*%	2% jm	-	-	-	-	-	-	1%	*%	-	-	-	*%
DX	3	-	2	-	-	-	-	*	-	-	-	-	1	2
	*%	-	1% m	-	-	-	-	*%	-	-	-	-	1% m	*%
Yodel	2	-	-	-	1	*	-	-	-	-	*	-	-	2
	*%	-	-	-	2% m	*%	-	-	-	-	1%	-	-	*%
Fastway Couriers	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	*%	-	-	-	-	-	-	-	-	-	-	-	1% m	-
Parcels to go	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-	-	-	-	-	-	-	-	-	-	1% m	-	-
TNT Post UK	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	*%	-	-	-	-	*%	-	-	-	-	-	-	-	*%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Local Courier	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Interparcel	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Priority Express	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	-	2	-	-	*	-	-	-	-	-	-	-	2
	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	*%
			m											
Don't know	1347	72	126	131	74	111	241	196	114	91	71	60	59	1157
	85%	82%	81%	82%	85%	89%	86%	86%	83%	86%	87%	85%	83%	85%
Other answers	16	2	3	3	-	1	3	-	2	-	*	1	*	14
	1%	2%	2%	2%	-%	1%	1%	-%	1%	-%	*%	2%	1%	1%
NET: RM Only	148	4	19	19	6	11	20	22	12	13	8	7	7	126
	9%	4%	12%	12%	7%	8%	7%	10%	9%	12%	10%	9%	10%	9%
NET: RM and other	33	-	1	7	4	*	5	5	5	1	1	2	2	29
	2%	-%	*%	5%	5%	*%	2%	2%	4%	1%	1%	2%	2%	2%
				be	be				e					
NET: Provider other than RM only	61	12	9	3	3	3	13	5	7	*	1	3	3	55
	4%	14%	6%	2%	3%	2%	5%	2%	5%	*%	1%	4%	4%	4%
		bcdefgh ijklm	ij						i					
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Royal Mail	181	23	10	1	9	50	6	71	173	5	1	2	8	82	98
	11%	19%	7%	6%	6%	13%	8%	11%	11%	12%	10%	19%	13%	10%	13%
DHL	17	1	5	-	-	3	-	7	15	*	1	*	1	5	11
	1%	1%	3%	-%	-%	1%	-%	1%	1%	1%	4%	4%	2%	1%	1%
Parcelforce	15	1	*	-	-	6	-	6	15	*	-	*	*	7	8
	1%	1%	*%	-%	-%	2%	-%	1%	1%	*%	-%	2%	*%	1%	1%
APC	13	2	1	-	-	5	-	4	13	*	-	*	1	6	7
	1%	1%	*%	-%	-%	1%	-%	1%	1%	1%	-%	2%	1%	1%	1%
UPS	12	-	5	-	-	6	-	1	11	*	*	*	1	5	6
	1%	-%	4%	-%	-%	2%	-%	*%	1%	1%	2%	2%	1%	1%	1%
FedEx	9	*	3	-	-	4	2	-	9	*	*	*	1	7	2
	1%	*%	2%	-%	-%	1%	3%	-%	1%	1%	2%	4%	1%	1%	*%
Hermes	8	-	-	2	-	5	-	1	8	*	-	-	*	5	3
	1%	-%	-%	8%	-%	1%	-%	*%	1%	*%	-%	-%	*%	1%	*%
TNT	7	-	1	-	-	1	-	3	5	1	1	*	2	1	5
	*%	-%	1%	-%	-%	*%	-%	*%	*%	1%	4%	4%	2%	*%	1%
Interlink / Interlink Express / Direct	4	-	2	-	-	-	-	2	4	*	*	-	*	2	2
	*%	-%	1%	-%	-%	-%	-%	*%	*%	*%	1%	-%	1%	*%	*%
DPD	4	-	2	-	-	2	-	*	3	1	*	-	1	2	2
	*%	-%	1%	-%	-%	*%	-%	*%	*%	1%	1%	-%	1%	*%	*%
TNT Express	3	-	*	-	-	2	-	2	3	*	-	-	*	*	3
	*%	-%	*%	-%	-%	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%
DX	3	-	-	-	-	2	*	1	3	*	-	-	*	1	2
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%
Yodel	2	-	*	-	*	1	-	-	2	*	-	-	*	2	*
	*%	-%	*%	-%	*%	*%	-%	-%	*%	1%	-%	-%	1%	*%	*%
Fastway Couriers	1	-	1	-	-	-	-	*	1	*	-	-	*	*	1
	*%	-%	1%	-%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%
Parcels to go	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
TNT Post UK	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%	-%	*%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Local Courier	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%
Interparcel	*	-	-	-	-	*	-	-	-	a	-	-	*	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	-	-	-	*	*	-	2	2	*	-	*	*	2	-
	1%	-%	-%	-%	1%	1%	-	1%	1%	1%	-	1%	1%	1%	-
Don't know	1347	96	118	19	131	302	74	580	1296	32	12	6	51	705	641
	85%	79%	83%	86%	92%	81%	89%	87%	85%	80%	82%	74%	80%	86%	83%
Other answers	16	*	3	*	2	3	3	3	15	1	-	-	1	13	2
	1%	1%	2%	1%	2%	1%	3%	1%	1%	2%	-	-	2%	2%	1%
NET: RM Only	148	21	6	1	8	41	4	59	142	3	1	1	6	66	82
	9%	17%	4%	6%	6%	11%	4%	9%	9%	8%	8%	13%	9%	8%	11%
NET: RM and other	33	2	4	-	*	10	3	13	31	1	*	1	2	16	17
	2%	2%	3%	-	1%	3%	3%	2%	2%	4%	2%	6%	4%	2%	2%
NET: Provider other than RM only	61	3	14	2	2	21	3	12	57	3	1	*	5	33	29
	4%	2%	10%	8%	2%	6%	3%	2%	4%	8%	8%	4%	7%	4%	4%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Royal Mail	181	78	9	8	1	145	35	37	108	35	95	38	26	9	8	3	-
	11%	10%	13%	11%	7%	11%	11%	7%	14% a	11% a	10%	15% ad	17% ad	7%	13%	12%	-%
DHL	17	8	*	3	1	13	4	-	13	4	6	4	3	3	*	*	-
	1%	1%	1%	4%	3%	1%	1%	-%	2% a	1% a	1%	2%	2%	2%	1%	2%	-%
Parcelforce	15	8	1	-	-	10	5	2	8	5	10	3	-	-	1	1	-
	1%	1%	2%	-%	-%	1%	2%	1%	1%	2%	1%	1%	-%	-%	2%	3% cd	-%
APC	13	2	-	*	-	5	8	3	2	8	10	3	1	-	-	-	-
	1%	1%	-%	1%	-%	1%	3% a	1%	1%	3% ab	1%	1%	1%	-%	-%	-%	-%
UPS	12	5	*	3	*	3	9	-	3	9	2	3	3	3	-	1	-
	1%	1%	1%	4% a	1%	1%	3% a	-%	1%	3% ab	1%	1%	2% a	3% a	-%	3% a	-%
FedEx	9	2	-	3	*	4	5	-	4	5	4	2	2	*	-	1	-
	1%	1%	-%	4% a	1%	1%	2% a	-%	1%	2% ab	1%	1%	2%	1%	-%	2%	-%
Hermes	8	5	-	-	-	7	1	3	4	1	6	1	-	1	-	-	-
	1%	1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	1%	-%	-%	-%
TNT	7	-	*	1	1	2	4	-	2	4	4	1	*	*	1	*	-
	1%	-%	1%	2% a	5% a	1%	1% a	-%	1%	1% ab	1%	1%	1%	1%	1%	2%	-%
Interlink / Interlink Express / Direct	4	-	3	-	*	2	3	-	2	3	2	-	-	*	2	-	-
	1%	-%	3% a	-%	1% a	1%	1% a	-%	1%	1% a	1%	-%	-%	1% abcd	4%	-%	-%
DPD	4	2	*	*	*	3	1	*	3	1	3	*	-	*	*	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%
TNT Express	3	-	-	-	-	3	*	-	3	*	3	-	*	-	-	-	-
	1%	-%	-%	-%	-%	1%	1%	-%	1%	1%	1%	-%	1%	-%	-%	-%	-%
DX	3	*	-	-	-	2	1	-	2	1	2	-	-	-	1	*	-
	1%	1%	-%	-%	-%	1%	1%	-%	1%	1%	1%	-%	-%	-%	1% ab	2%	-%
Yodel	2	2	-	-	-	*	2	-	*	2	*	*	-	1	-	-	-
	1%	1%	-%	-%	-%	1%	1% a	-%	1%	1%	1%	1%	-%	1% a	-%	-%	-%
Fastway Couriers	1	-	-	1	-	-	1	-	-	1	-	*	*	*	-	-	-
	1%	-%	-%	1% a	-%	-%	1% a	-%	-%	1% a	-%	1%	1%	1%	-%	-%	-%
Parcels to go	*	*	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%
TNT Post UK	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	1%	-%	-%	-%	1% a	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Local Courier	*	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-
	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%
Interparcel	*	*	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	100%	100%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%
Priority Express	*	-	-	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	-	-	*	-	2	*	2	*	*	2	*	-	-	*	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	1347	655	62	58	14	1101	246	464	637	246	805	210	125	110	50	19	3
	85%	86%	84%	83%	87%	86%	80%	91%	82%	80%	86%	81%	79%	88%	83%	84%	100%
						b		bc			bc			bc			
Other answers	16	11	-	1	-	10	5	2	8	5	7	4	3	1	*	-	-
	1%	1%	-%	1%	-%	1%	2%	-%	1%	2%	1%	2%	2%	1%	1%	-%	-%
NET: RM Only	148	64	6	5	1	123	25	35	88	25	79	31	21	8	4	2	-
	9%	8%	9%	7%	4%	10%	8%	7%	11%	8%	8%	12%	14%	6%	7%	8%	-%
						a		a			a	d	ad				
NET: RM and other	33	14	3	3	*	22	10	2	21	10	15	7	5	1	3	1	-
	2%	2%	4%	4%	3%	2%	3%	1%	3%	3%	2%	3%	3%	1%	5%	4%	-%
						a		a		a					ad		
NET: Provider other than RM only	61	27	3	4	1	34	27	6	28	27	34	12	6	6	3	1	-
	4%	4%	4%	6%	6%	3%	9%	1%	4%	9%	4%	5%	4%	5%	4%	4%	-%
						a		a		ab							

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Royal Mail	181	134	7	10	1	1	180	1	176	5	146	35	-
	11%	23%	12%	20%	3%	3%	12%	1%	12%	3%	11%	12%	-%
		bde		de			b		b				
DHL	17	13	*	1	*	3	14	3	9	7	-	17	-
	1%	2%	*%	1%	1%	10%	1%	3%	1%	5%	-%	6%	-%
						ab				a		a	
Parcelforce	15	12	-	1	1	*	15	-	12	3	-	15	-
	1%	2%	-%	2%	5%	2%	1%	-%	1%	2%	-%	5%	-%
												a	
APC	13	8	5	*	-	*	8	5	4	9	-	13	-
	1%	1%	8%	*%	-%	1%	1%	5%	*%	6%	-%	5%	-%
			ac					a		a		a	
UPS	12	2	*	5	*	5	3	9	2	10	-	11	1
	1%	*%	1%	9%	1%	20%	*%	8%	*%	6%	-%	4%	3%
				ab		abd		a		a		a	
FedEx	9	6	-	2	*	2	6	4	6	4	-	9	-
	1%	1%	-%	4%	1%	7%	*%	3%	*%	3%	-%	3%	-%
						ab		a		a		a	
Hermes	8	6	2	-	-	-	8	-	8	-	-	8	-
	1%	1%	3%	-%	-%	-%	1%	-%	1%	-%	-%	3%	-%
												a	
TNT	7	2	4	1	-	-	3	3	1	5	-	6	*
	*%	*%	6%	2%	-%	-%	*%	3%	*%	4%	-%	2%	2%
			a					a		a		a	
Interlink / Interlink Express / Direct	4	2	2	-	-	*	4	*	2	2	-	4	-
	*%	*%	4%	-%	-%	1%	*%	*%	*%	1%	-%	2%	-%
			a							a		a	
DPD	4	2	-	-	-	*	3	1	4	*	-	4	-
	*%	*%	-%	-%	-%	1%	*%	1%	*%	*%	-%	1%	-%
												a	
TNT Express	3	2	-	2	-	*	2	2	-	3	-	3	-
	*%	*%	-%	3%	-%	1%	*%	2%	-%	2%	-%	1%	-%
				a				a		a		a	
DX	3	2	-	-	-	-	3	-	1	2	-	3	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	1%	-%	1%	-%
										a		a	
Yodel	2	*	1	-	*	-	2	*	2	*	-	2	-
	*%	*%	2%	-%	1%	-%	*%	*%	*%	*%	-%	1%	-%
			a									a	
Fastway Couriers	1	*	-	1	-	-	1	*	*	1	-	1	*
	*%	*%	-%	1%	-%	-%	*%	*%	*%	-%	-%	*%	2%
Parcels to go	*	*	-	-	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	590	58	51	31	25	1480	109	1437	152	1280	285	25
TNT Post UK	*	-	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Local Courier	*	-	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Interparcel	*	-	*	-	-	-	*	-	*	-	*	-
	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%
Priority Express	*	-	-	*	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	*%	-%
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Ofcom; Business Postal Tracker

Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	-	-	-	-	-	2	*	2	*	-	2	*
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	-%	1%	1%
												a	
Don't know	1347	423	43	32	28	20	1260	85	1235	110	1134	187	24
	85%	72%	74%	64%	91%	78%	85%	78%	86%	73%	89%	66%	97%
				abc					b		b		
Other answers	16	9	2	1	-	-	10	6	8	8	-	16	-
	1%	2%	4%	3%	-%	-%	1%	5%	1%	5%	-%	5%	-%
							a	a	a	a	a	a	
NET: RM Only	148	108	3	8	1	*	148	-	148	-	146	2	-
	9%	18%	6%	16%	3%	*%	10%	-%	10%	-%	11%	1%	-%
		bde		be			b		b		b		
NET: RM and other	33	26	4	2	-	1	32	1	28	5	-	33	-
	2%	4%	7%	3%	-%	3%	2%	1%	2%	3%	-%	12%	-%
											a	a	
NET: Provider other than RM only	61	34	8	9	2	5	39	23	24	37	-	61	1
	4%	6%	14%	17%	6%	19%	3%	21%	2%	24%	-%	21%	3%
			a	a		a	a	a	a	a	a	a	
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Royal Mail	181	83	42	51	168	118	170	129	63	45	128	73	1	77	75	169	11
	11%	10%	16% a	11%	11%	13%	11%	20% abcdeg	14%	16% ac	12%	18%	10%	24% a	16% b	11%	10%
DHL	17	6	6	4	17	12	17	14	8	1	12	5	-	12	9	17	*
	1%	1%	2% a	1%	1%	1%	1%	2% acf	2%	*%	1%	1%	-%	4% a	2% a	1%	*%
Parcelforce	15	2	9	5	11	8	11	13	9	4	12	9	-	6	5	11	2
	1%	*%	3% ac	1% a	1%	1%	1%	2% ac	2%	1%	1%	2%	-%	2%	1%	1%	2%
APC	13	4	3	7	13	5	13	13	7	7	11	9	-	3	6	13	-
	1%	*%	1%	1%	1%	1%	1%	2% abc	1%	2% abc	1%	2%	-%	1%	1%	1%	-%
UPS	12	3	5	4	10	7	10	11	4	8	6	11	-	1	6	10	2
	1%	*%	2% a	1%	1%	1%	1%	2% acg	1%	3% abceg	1%	3% c	-%	*%	1%	1%	2%
FedEx	9	4	*	5	8	6	8	9	1	9	5	9	-	*	9	8	*
	1%	*%	*%	1%	1%	1%	1%	1% aceg	*%	3% abceg	*%	2% c	-%	*%	2% b	1%	*%
Hermes	8	3	*	5	5	5	6	8	1	3	4	3	-	5	5	8	1
	1%	*%	*%	1%	*%	1%	*%	1% acg	*%	1% b	*%	1%	-%	1%	1%	1%	1%
TNT	7	3	3	*	7	2	7	5	2	4	6	6	-	*	4	7	1
	*%	*%	1% c	*%	*%	*%	*%	1% b	*%	1% b	1%	2% c	-%	*%	1%	*%	1%
Interlink / Interlink Express / Direct	4	*	4	-	4	4	4	4	3	3	4	4	-	-	4	4	*
	*%	*%	2% ac	-%	*%	*%	*%	1%	1%	1%	*%	1%	-%	-%	1%	*%	*%
DPD	4	2	1	2	4	2	4	2	2	*	4	1	-	2	2	4	*
	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	1%	*%	*%	*%
TNT Express	3	2	2	-	2	*	2	2	-	2	2	3	-	-	2	2	-
	*%	*%	1%	-%	*%	*%	*%	*%	-%	1% b	*%	1%	-%	-%	*%	*%	-%
DX	3	2	-	1	3	3	3	2	-	-	3	-	-	2	2	3	1
	*%	*%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	1%	*%	*%	1%
Yodel	2	1	*	1	1	2	2	2	*	2	1	2	-	*	1	2	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1% a	*%	*%	-%	*%	*%	*%	1% b
Fastway Couriers	1	1	*	-	1	1	1	1	*	1	1	1	-	-	1	1	1
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	1%
Parcels to go	*	*	-	-	*	*	*	*	-	*	*	*	-	-	*	*	-
	*%	*%	-%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	*%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
TNT Post UK	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Local Courier	*	*	-	-	*	-	*	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Interparcel	*	-	*	-	*	*	*	*	-	*	-	*	-	-	-	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	*%	-%
Priority Express	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
2	2	*	-	2	2	2	-	2	-	2	-	-	-	*	2	-
*%	*%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	*%	*%	-%
1347	746	203	386	1261	764	1286	451	372	213	901	303	10	230	369	1281	100
85%	87%	78%	85%	85%	83%	85%	71%	81%	75%	83%	73%	90%	71%	77%	85%	86%
	b		b	df	df	def		df		df				a		a
16	10	2	3	16	7	16	12	5	6	11	9	-	4	7	16	*
1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	2%	-%	1%	1%	1%	*%
							b									
148	73	30	39	142	96	143	102	50	31	105	55	1	64	56	140	9
9%	9%	12%	9%	10%	11%	9%	16%	11%	11%	10%	13%	10%	20%	12%	9%	7%
							abcetfg						a			
33	9	11	12	26	22	27	27	13	14	23	18	-	14	19	29	3
2%	1%	4%	3%	2%	2%	2%	4%	3%	5%	2%	4%	-%	4%	4%	2%	3%
		a	a				abcbg		abcbg					b		
61	29	16	17	60	34	60	54	23	27	48	39	-	18	32	60	4
4%	3%	6%	4%	4%	4%	4%	9%	5%	10%	4%	9%	-%	5%	7%	4%	4%
							abcecg		abcecg		c			b		

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Royal Mail	181	132	115	10	1	169	179	164	180	161	180	-	106	175	23	26	137	18
	11%	11%	12%	7%	3%	12%	11%	12%	12%	13%	12%	-%	13%	11%	12%	13%	12%	9%
DHL	17	14	12	*	-	17	17	17	17	15	17	-	10	17	4	8	9	-
	1%	1%	1%	%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	4%	1%	-%
Parcelforce	15	11	4	2	2	12	14	13	14	13	15	-	12	14	4	4	11	-
	1%	1%	%	1%	4%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	2%	1%	-%
APC	13	7	10	*	*	13	13	7	13	13	13	-	8	13	-	7	6	*
	1%	1%	1%	%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	3%	1%	%
UPS	12	7	5	-	-	11	12	10	12	12	12	-	5	12	1	3	8	-
	1%	1%	%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	1%	-%
FedEx	9	8	1	*	-	9	9	8	9	9	9	-	7	9	3	2	7	*
	1%	1%	%	%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	1%	1%	%
Hermes	8	2	7	-	*	8	8	5	8	6	8	-	3	8	-	5	3	-
	1%	%	1%	-%	%	1%	1%	%	1%	1%	1%	-%	%	1%	-%	3%	%	-%
TNT	7	2	6	*	-	6	7	7	7	6	7	-	4	7	2	3	3	1
	%	%	1%	%	-%	%	%	%	%	1%	%	-%	%	%	1%	2%	%	%
Interlink / Interlink Express / Direct	4	4	3	-	-	4	4	4	4	4	4	-	4	4	*	*	4	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	1%	%	%	%	%	-%
DPD	4	4	4	-	-	4	4	4	4	4	4	-	3	4	1	*	4	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	%	%	%	-%
TNT Express	3	2	*	-	-	3	3	3	3	3	3	-	3	3	2	2	2	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	1%	1%	%	-%
DX	3	1	2	-	-	3	3	3	3	3	3	-	2	3	1	-	3	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	1%	-%	%	-%
Yodel	2	1	2	-	-	2	2	2	2	2	2	-	*	2	-	1	1	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	1%	%	-%
Fastway Couriers	1	*	1	-	-	1	1	1	1	1	1	-	*	1	1	*	*	*
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	%	%	%	%
Parcels to go	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	%	%	-%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	-%	%	-%
TNT Post UK	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	-%	-%	-%	-%	%	-%
Local Courier	*	*	-	-	-	*	*	*	*	-	*	-	-	-	-	-	*	-
	%	%	-%	-%	-%	%	%	%	%	-%	%	-%	-%	-%	-%	-%	%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Interparcel	*	*	*	-	-	*	*	-	*	*	*	-	-	*	*	-	*	-
Priority Express	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	2	-	-	-	2	2	2	2	*	2	-	*	2	-	-	*	2
	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	0%	0%	1%	1%
Don't know	1347	1030	847	123	40	1154	1323	1122	1327	996	1317	-	675	1327	156	156	1008	178
	85%	86%	85%	90%	92%	84%	85%	84%	85%	82%	84%	0%	82%	85%	84%	79%	85%	88%
Other answers	16	13	5	1	-	12	13	12	13	15	16	-	11	16	2	*	10	5
	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%
NET: RM Only	148	107	95	10	1	136	146	134	148	131	147	-	82	142	13	15	115	17
	9%	9%	10%	7%	3%	10%	9%	10%	9%	11%	9%	0%	10%	9%	7%	8%	10%	9%
NET: RM and other	33	25	20	-	*	33	33	29	33	30	33	-	24	33	10	11	22	*
	2%	2%	2%	0%	1%	2%	2%	2%	2%	2%	2%	0%	3%	2%	5%	5%	2%	1%
NET: Provider other than RM only	61	39	33	4	2	53	59	51	59	59	61	-	37	61	7	14	42	5
	4%	3%	3%	3%	5%	4%	4%	4%	4%	5%	4%	0%	5%	4%	4%	7%	4%	2%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DHL

Parcelforce

APC

UPS

FedEx

Hermes

TNT

Interlink / Interlink
Express / Direct

DPD

TNT Express

DX

Yodel

Fastway Couriers

Parcels to go

TNT Post UK

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
181	6	15	159	103	77	163	18	133	12	31	150	3	25
1%	4%	18% a	12% a	10%	13%	11%	12%	11%	15%	11%	12%	5%	11%
17	3	*	11	9	8	17	*	12	*	7	9	1	16
1%	2%	*%	1%	1%	1%	1%	*%	1%	*%	3% b	1%	1%	7%
15	-	4	11	9	6	13	2	15	-	1	14	*	14
1%	-%	4% ac	1%	1%	1%	1%	2%	1%	-%	*%	1%	1%	6%
13	3	2	9	13	*	13	-	12	*	5	8	2	3
1%	2%	2%	1%	1%	*%	1%	-%	1%	*%	2%	1%	4%	2%
12	1	5	4	5	7	11	1	8	2	3	8	5	7
1%	*%	6% ac	*%	*%	1%	1%	*%	1%	2%	1%	1%	8%	3%
9	*	2	7	5	5	9	*	5	2	3	7	2	7
1%	*%	3% c	1%	*%	1%	1%	*%	*%	3% a	1%	1%	4%	3%
8	-	2	6	7	1	8	-	8	-	3	5	2	6
1%	-%	2% *	*%	1%	*%	1%	-%	1%	-%	1%	*%	3%	3%
7	4	1	1	6	*	7	-	5	-	3	3	3	3
*%	3% c	1% c	*%	1%	*%	*%	-%	*%	-%	1%	*%	6%	1%
4	*	-	4	3	2	4	-	3	*	2	3	-	2
*%	*%	-%	*%	*%	*%	*%	-%	*%	*%	1%	*%	-%	1%
4	*	-	4	2	2	2	2	4	-	*	4	-	1
*%	*%	-%	*%	*%	*%	*%	1% a	*%	-%	*%	*%	-%	*%
3	*	2	2	3	-	3	-	3	-	-	3	-	2
*%	*%	2% c	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	1%
3	-	-	2	2	*	3	-	1	-	*	3	*	3
*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	1%
2	-	*	2	1	1	2	-	2	-	1	1	*	2
*%	-%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	*%	1%
1	*	*	*	1	-	1	-	1	-	*	*	*	*
*%	*%	1% *	*%	*%	-%	*%	-%	*%	-%	*%	*%	*%	*%
*	*	-	-	*	-	*	-	-	-	-	*	-	-
*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
*	-	-	*	*	-	*	-	-	*	*	-	-	*
*%	-%	-%	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%	*%

QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Local Courier	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	***	-%	-%	***	-%	***	***	-%	***	-%	-%	***	-%	***
Interparcel	*	*	-	-	-	*	*	-	*	-	*	-	-	*
	***	***	-%	-%	-%	***	***	-%	***	-%	***	-%	-%	***
Priority Express	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	***	-%	-%	***	***	-%	***	-%	***	-%	-%	***	-%	-%
UK Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
City Link Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Pitney Bowes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neo Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	2	-	-	2	2	*	*	2	2	-	-	2	-	*
	*%	-%	-%	*%	*%	*%	*%	1%	*%	-%	-%	*%	-%	*%
								a						
Don't know	1347	131	64	1143	857	490	1227	120	1027	64	242	1079	43	167
	85%	89% b	74% b	85% b	85% b	84% b	85% b	83% b	85% b	82% b	84% b	85% b	79% b	74% b
Other answers	16	5	-	11	11	5	15	*	15	-	*	15	*	6
	1%	3% c	-%	1% c	1% c	1% c	1% c	*% c	1% c	-%	*% c	1% c	*% c	3% c
NET: RM Only	148	2	11	134	82	66	130	18	106	12	24	124	-	-
	9%	1% a	13% a	10% a	8% a	11% a	9% a	12% a	9% a	15% a	8% a	10% a	-% a	-% a
NET: RM and other	33	4	4	25	22	11	33	-	27	*	7	26	3	25
	2%	3% c	5% c	2% c	2% c	2% c	2% c	-% c	2% c	*% c	2% c	2% c	5% c	11% c
NET: Provider other than RM only	61	10	7	42	42	19	57	5	51	2	16	44	8	32
	4%	7% c	8% c	3% c	4% c	3% c	4% c	3% c	4% c	3% c	6% c	3% c	16% c	14% c

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

DHL

Parcelforce

APC

UPS

FedEx

Hermes

TNT

Interlink / Interlink
Express / Direct

DPD

TNT Express

DX

Yodel

Fastway Couriers

Parcels to go

TNT Post UK

Local Courier

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Royal Mail	181	25	-	-	-	181
11%	10%	-%	-%	-%	-%	45%
						abc
DHL	17	14	-	-	-	17
1%	6%	-%	-%	-%	-%	4%
						abc
Parcelforce	15	13	-	-	-	15
1%	5%	-%	-%	-%	-%	4%
						abc
APC	13	6	-	-	-	13
1%	2%	-%	-%	-%	-%	3%
						abc
UPS	12	9	-	-	-	12
1%	4%	34%	-%	-%	-%	3%
						abc
FedEx	9	9	-	-	-	9
1%	4%	-%	-%	-%	-%	2%
						abc
Hermes	8	8	-	-	-	8
1%	3%	-%	-%	-%	-%	2%
						abc
TNT	7	6	-	-	-	7
*%	3%	-%	-%	-%	-%	2%
						abc
Interlink / Interlink Express / Direct	4	2	-	-	-	4
*%	1%	-%	-%	-%	-%	1%
						abc
DPD	4	1	-	-	-	4
*%	*%	-%	-%	-%	-%	1%
						abc
TNT Express	3	2	-	-	-	3
*%	1%	-%	-%	-%	-%	1%
DX	3	3	-	-	-	3
*%	1%	-%	-%	-%	-%	1%
Yodel	2	2	-	-	-	2
*%	1%	-%	-%	-%	-%	1%
Fastway Couriers	1	1	-	-	-	1
*%	*%	-%	-%	-%	-%	*%
Parcels to go	*	-	-	-	-	*
*%	-%	-%	-%	-%	-%	*%
TNT Post UK	*	*	-	-	-	*
*%	*%	-%	-%	-%	-%	*%
Local Courier	*	*	-	-	-	*
*%	*%	-%	-%	-%	-%	*%

Ofcom; Business Postal Tracker

Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Interparcel

Priority Express

UK Mail

City Link Post

MHI (Mail Handling
International)

Pitney Bowes

Eagle Couriers

Lynx

First Post

One Post

Wey Group International

ENC

Fast Track

Neo Post

Tuffnells

Euro

UK / British Mail

Freight - Better / Night

Global Mailing

Haynes

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
*	*	-	-	-	-	*
*%	*%	-%	-%	-%	-%	*%
*	-	-	-	-	-	*
*%	-%	-%	-%	-%	-%	*%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

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Table 20 (continuation)

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QV4b. And who does your organisation use for its mail service? And for packets and parcels?

Base: All respondents

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	b	a	b	c	d
Significance Level: 95%							
Unweighted total	1591	249	5	387	401	400	403
Weighted total	1591	246	7	387	401	400	403
Business Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None	2	*	-	-	-	-	2
	*%	*%	-%	-%	-%	-%	*%
Don't know	1347	184	5	387	401	400	159
	85%	75%	66%	100%	100%	100%	39%
				d	d	d	
Other answers	16	6	-	-	-	-	16
	1%	2%	-%	-%	-%	-%	4%
							abc
NET: RM Only	148	-	-	-	-	-	148
	9%	-%	-%	-%	-%	-%	37%
							abc
NET: RM and other	33	25	-	-	-	-	33
	2%	10%	-%	-%	-%	-%	8%
							abc
NET: Provider other than RM only	61	36	2	-	-	-	61
	4%	15%	34%	-%	-%	-%	15%
							abc
Columns Tested: a,b - a,b,c,d							

QV4. And who does your organisation use for its mail service?

Base: All respondents

		TOTAL	GOR												
			East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%			a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total		1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total		1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Royal Mail		1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
		98%	98%	98%	96%	100%	99%	100%	99%	97%	97%	98%	98%	97%	98%
							chl								
Parcelforce		61	6	5	8	4	5	11	5	5	4	2	2	3	53
		4%	7%	3%	5%	5%	4%	4%	2%	4%	4%	3%	3%	4%	4%
UPS		43	5	3	8	1	2	7	6	6	1	1	2	1	40
		3%	5%	2%	5%	2%	1%	3%	3%	4%	1%	1%	3%	1%	3%
			j		j										
DHL		43	2	6	13	2	2	8	8	2	*	*	*	2	41
		3%	2%	4%	8%	2%	1%	3%	3%	1%	%	%	%	3%	3%
				jkhehijkjm			jk	jk						jk	jk
Hermes		36	4	5	-	3	5	7	3	6	*	*	1	1	33
		2%	5%	3%	-%	3%	4%	3%	1%	4%	%	1%	1%	1%	2%
			clj				j			lj					
FedEx		28	3	2	10	2	3	3	3	2	-	1	*	*	26
		2%	4%	1%	6%	2%	2%	1%	1%	1%	-%	1%	%	%	2%
			kl		bfijklm										
TNT		22	4	1	*	1	*	3	5	3	-	2	2	2	17
		1%	4%	%	%	1%	%	1%	2%	2%	-%	2%	3%	3%	1%
			beim												
APC		19	*	3	*	-	-	6	5	3	*	1	1	-	18
		1%	%	2%	%	-%	-%	2%	2%	2%	%	1%	1%	-%	1%
				l				l	l	l					
UK Mail		17	2	2	-	-	3	5	2	2	1	-	-	*	17
		1%	2%	1%	-%	-%	2%	2%	1%	1%	1%	-%	-%	1%	1%
			jk				jk	j							
Interlink / Interlink Express / Direct		13	2	-	-	*	1	3	5	1	*	-	1	-	13
		1%	2%	-%	-%	%	1%	1%	2%	1%	%	-%	1%	-%	1%
			jl						jl						
DPD		11	-	-	-	*	-	-	3	3	3	*	1	2	9
		1%	-%	-%	-%	%	-%	-%	1%	2%	3%	%	1%	2%	1%
										j	fjm			jm	
City Link Post		9	-	3	-	-	1	*	*	1	1	*	1	*	7
		1%	-%	2%	-%	-%	1%	%	%	1%	1%	%	1%	1%	1%
DX		8	-	2	*	*	1	3	*	-	-	-	*	2	6
		1%	-%	1%	%	%	1%	1%	%	-%	-%	-%	%	3%	%
														jkm	
Parcels to go		8	-	-	-	-	1	2	-	2	1	-	1	-	7
		%	-%	-%	-%	-%	1%	1%	-%	1%	1%	-%	1%	-%	1%
Yodel		7	-	1	-	2	*	-	-	2	1	1	*	-	6
		%	-%	1%	-%	2%	%	-%	-%	1%	1%	1%	1%	-%	%
TNT Post UK		6	-	1	-	*	*	3	-	1	-	-	-	-	6
		%	-%	1%	-%	%	%	1%	-%	1%	-%	-%	-%	-%	%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m															

Ofcom; Business Postal Tracker

Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
TNT Express	5	2	-	-	-	-	-	-	3	*	*	-	-	5
	*%	2%	-%	-%	-%	-%	-%	-%	2%	*%	1%	-%	-%	*%
									klm					
Pitney Bowes	5	-	*	*	-	*	-	3	-	-	-	*	*	4
	*%	-%	*%	*%	-%	*%	-%	1%	-%	-%	-%	1%	1%	*%
Local Courier	4	*	-	3	-	1	-	-	-	-	-	-	-	4
	*%	*%	-%	2%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%
Fastway Couriers	2	-	-	-	-	-	-	-	-	-	-	-	2	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%
													jkm	
Interparcel	1	-	*	*	-	-	-	-	-	-	-	*	-	*
	*%	-%	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	*%
												m		
Neo Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%
											m			
Coopers Carriers	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
												m		
Collect Plus	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%
													m	
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%
Priority Express	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	4	-	2	-	-	1	-	-	-	-	*	-	-	3
	*%	-%	1%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	*%
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	*%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
			m											
Other answers	46	4	8	8	*	3	10	3	2	4	1	2	2	41
	3%	4%	5%	5%	*%	2%	4%	1%	1%	4%	1%	4%	2%	3%
			j	j										
NET: RM Only	1280	63	120	129	77	103	216	186	106	91	73	58	58	1090
	80%	72%	77%	80%	abth	82%	77%	82%	77%	87%	90%	83%	82%	80%
										aabcfghkl	m	a		
NET: RM and other	285	23	34	26	11	21	64	40	28	11	7	11	11	256
	18%	dijkl	27%	22%	16%	13%	23%	17%	20%	11%	8%	16%	15%	19%
			ij	j		j	dij	j	j		j	j	j	ij
NET: Provider other than RM only	25	2	1	6	-	1	-	2	5	3	2	1	2	20
	2%	2%	1%	4%	-%	1%	-%	1%	3%	3%	2%	2%	3%	1%
				f				f	f				f	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Royal Mail	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
	98%	99%	96%	100%	99%	96%	100%	99%	98%	98%	99%	100%	99%	98%	98%
Parcelforce	61	6	12	-	1	24	2	14	60	1	-	*	1	34	27
	4%	5%	9%	-%	*%	6%	2%	2%	4%	2%	-%	2%	2%	4%	4%
		d	dg			dg			e						
UPS	43	3	6	-	-	27	2	5	42	1	1	*	2	20	23
	3%	2%	4%	-%	-%	7%	2%	1%	3%	2%	5%	4%	3%	2%	3%
			dg			dg									
DHL	43	1	6	-	2	15	3	15	41	1	1	*	2	22	21
	3%	1%	4%	-%	1%	4%	3%	2%	3%	3%	5%	6%	4%	3%	3%
Hermes	36	*	9	2	1	13	2	8	35	*	-	-	*	18	18
	2%	*%	6%	8%	1%	3%	3%	1%	2%	1%	-%	-%	1%	2%	2%
			adg			ag									
FedEx	28	*	3	-	-	14	2	8	26	1	1	*	2	17	11
	2%	*%	2%	-%	-%	4%	3%	1%	2%	2%	5%	4%	3%	2%	1%
						adg									
TNT	22	4	6	*	*	2	-	7	18	2	2	*	4	12	11
	1%	3%	4%	2%	*%	1%	-%	1%	1%	5%	11%	4%	6%	1%	1%
		e	deg							a	ab		a		
APC	19	2	1	-	-	7	-	7	18	1	-	*	1	9	10
	1%	1%	*%	-%	-%	2%	-%	1%	1%	2%	-%	2%	2%	1%	1%
UK Mail	17	-	4	2	-	8	-	3	17	-	1	-	1	8	9
	1%	-%	3%	7%	-%	2%	-%	*%	1%	-%	4%	-%	1%	1%	1%
			dg			g					abe				
Interlink / Interlink Express / Direct	13	1	5	-	-	4	-	3	12	1	*	-	1	5	8
	1%	1%	3%	-%	-%	1%	-%	*%	1%	2%	3%	-%	2%	1%	1%
			dg										a		
DPD	11	2	2	*	-	3	-	4	10	1	*	-	1	6	5
	1%	1%	2%	2%	-%	1%	-%	1%	1%	2%	2%	-%	2%	1%	1%
										a			a		
City Link Post	9	-	*	*	-	3	-	2	8	1	*	-	1	7	2
	1%	-%	*%	2%	-%	1%	-%	*%	1%	2%	1%	-%	1%	1%	*%
										a					
DX	8	-	-	-	-	2	1	6	8	1	-	-	1	6	2
	1%	-%	-%	-%	-%	*%	1%	1%	1%	2%	-%	-%	1%	1%	*%
Parcels to go	8	*	3	-	2	1	-	*	8	-	-	-	-	2	6
	*%	*%	2%	-%	2%	*%	-%	*%	1%	-%	-%	-%	-%	*%	1%
			g		g										
Yodel	7	-	2	-	*	3	-	*	6	*	*	-	1	4	4
	*%	-%	1%	-%	*%	1%	-%	*%	*%	1%	2%	-%	1%	*%	*%
			g			g									
TNT Post UK	6	-	1	-	3	1	-	*	6	-	*	-	*	6	*

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
TNT Express	5	-	*	-	1	2	-	2	5	*	-	-	*	2	3
	*%	-%	*%	-%	1%	1%	-%	*%	*%	*%	-%	-%	*%	*%	*%
Pitney Bowes	5	-	*	-	4	-	*	-	4	1	*	-	1	1	4
	*%	-%	*%	-%	3%	-%	*%	-%	*%	1%	1%	-%	1%	*%	1%
					beg					a			a		
Local Courier	4	-	1	-	-	-	-	3	4	*	-	-	*	4	*
	*%	-%	1%	-%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%
Fastway Couriers	2	-	1	-	-	*	-	*	1	*	-	-	*	1	1
	*%	-%	1%	-%	-%	*%	-%	*%	*%	1%	-%	-%	*%	*%	*%
Interparcel	1	-	-	-	-	1	*	-	*	*	*	-	*	1	*
	*%	-%	-%	-%	-%	*%	*%	-%	*%	*%	1%	-%	1%	*%	*%
										a			a		
Neo Post	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Coopers Carriers	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Collect Plus	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Legal Post	*	-	-	-	-	-	-	*	*	*	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%
										a					
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	4	-	-	-	*	1	-	3	3	*	-	*	*	3	*
	%	-%	-%	-%	%	%	-%	%	%	%	-%	2%	1%	%	%
Don't know	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	%	-%	-%	-%	-%	%	-%	-%	%	-%	-%	-%	-%	%	-%
Other answers	46	*	18	2	4	9	3	9	43	3	*	-	3	27	20
	3%	%	12%	8%	3%	2%	3%	1%	3%	6%	3%	-%	5%	3%	3%
NET: RM Only	1280	104	78	16	122	272	70	585	1233	29	10	7	46	656	624
	80%	85%	56%	71%	86%	73%	84%	88%	81%	70%	71%	84%	72%	80%	81%
NET: RM and other	285	17	57	6	18	88	13	76	268	11	4	1	17	154	131
	18%	14%	41%	29%	13%	24%	15%	11%	18%	28%	27%	16%	26%	19%	17%
NET: Provider other than RM only	25	2	5	-	1	12	*	4	24	1	*	-	1	12	13
	2%	1%	4%	-%	1%	3%	%	1%	2%	2%	1%	-%	1%	1%	2%
			g			g									

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Royal Mail	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
	98%	98%	99%	99%	100%	99% b	95% c	100% c	99% c	95% c	99% d	99% d	100% d	97% d	99% d	100% d	100% d
Parcelforce	61	31	5	3	-	29	32	7	22	32	30	14	4	*	2	1	-
	4%	4%	7%	5%	-%	2%	10% a	1%	3%	10% ab	3% d	5% d	3% d	*	3% d	3% d	-%
UPS	43	18	3	3	*	16	27	2	15	27	12	13	4	4	4	4	-
	3%	2%	4%	4%	1%	1%	9% a	%	2% a	9% ab	1%	5% a	3% a	3% a	6% a	17% abcd	-%
DHL	43	19	1	4	1	28	15	7	21	15	16	13	5	3	3	*	-
	3%	3%	1%	6% a	5% a	2%	5% a	1%	3%	5% a	2%	5% a	3% a	2% a	5% a	2% a	-%
Hermes	36	25	-	*	-	23	12	5	19	12	18	3	4	5	3	-	-
	2%	3%	-%	1%	-%	2%	4% a	1%	2%	4% a	2%	1%	2%	4%	5%	-%	-%
FedEx	28	14	*	3	*	14	14	2	11	14	12	6	4	4	*	1	-
	2%	2%	%	4%	2%	1%	4% a	%	1%	4% ab	1%	2%	2%	3%	%	4%	-
TNT	22	10	1	3	1	11	11	1	10	11	14	3	2	1	1	1	-
	1%	1%	1%	4% a	6% a	1%	4% a	%	1% a	4% ab	1%	1%	1%	1%	2%	4% d	-%
APC	19	5	-	1	-	6	13	3	3	13	13	5	1	-	-	*	-
	1%	1%	-%	1%	-%	%	4% a	1%	%	4% ab	1%	2%	1%	-%	-%	1%	-%
UK Mail	17	12	2	1	*	7	10	-	7	10	8	5	-	3	-	-	-
	1%	2%	2%	1%	2%	1%	3% a	-%	1% a	3% ab	1%	2%	-%	2% c	-%	-%	-%
Interlink / Interlink Express / Direct	13	6	3	2	*	3	10	-	3	10	6	1	*	3	2	*	-
	1%	1%	3% a	2%	1%	%	3% a	-%	%	3% ab	1%	%	%	2% a	4% abc	2%	-%
DPD	11	7	1	*	*	9	3	3	6	3	8	1	-	1	*	*	-
	1%	1%	1%	%	2%	1%	1%	1%	1%	1%	1%	%	-%	%	1%	%	-%
City Link Post	9	5	*	1	*	4	4	2	3	4	5	2	1	-	*	*	-
	1%	1%	1%	2% a	1% a	%	1% a	%	%	1% b	1%	1%	1%	-%	%	1%	-%
DX	8	*	-	*	-	3	5	-	3	5	2	-	*	2	4	1	-
	1%	%	-%	%	-%	%	2% a	-%	%	2% ab	%	-%	%	1%	6% abcd	3% ab	-%
Parcels to go	8	5	-	-	-	8	-	-	8	-	6	-	-	-	-	-	-
	%	1%	-%	-%	-%	1%	-%	-%	1% ac	-%	1%	-%	-%	-%	-%	-%	-%
Yodel	7	4	-	1	2	4	3	-	4	3	4	2	-	1	-	*	-
	%	1%	-%	2% abc	11% abc	%	1%	-%	1%	1%	%	1%	-%	1%	-%	1%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
TNT Post UK	6%	3%	-%	3%	1%	4%	1%	-%	4%	1%	3%	-%	3%	-%	-%	1%	-%
				a									ab				
TNT Express	5%	-%	1%	-%	-%	5%	1%	-%	5%	1%	4%	-%	1%	1%	-%	-%	-%
Pitney Bowes	5%	3%	1%	-%	-%	4%	1%	-%	4%	1%	-%	1%	-%	4%	1%	-%	-%
													abc	a			
Local Courier	4%	1%	-%	-%	1%	4%	1%	-%	4%	1%	3%	-%	1%	1%	-%	-%	-%
Fastway Couriers	2%	-%	1%	1%	-%	-%	1%	-%	-%	1%	-%	1%	1%	1%	-%	-%	-%
				a			a										
Interparcel	1%	1%	-%	-%	-%	-%	1%	-%	-%	1%	1%	1%	-%	1%	-%	-%	-%
Neo Post	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%	-%
Coopers Carriers	1%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	1%	-%	-%	1%	-%	-%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%
Legal Post	1%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%
															a		
Priority Express	1%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	4	2	-	*	-	4	*	2	2	*	2	*	-	-	*	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	46	26	3	5	*	31	15	5	26	15	23	7	9	3	1	2	-
3%	3%	4%	7%	2%	2%	5%	1%	3%	5%	5%	2%	3%	6%	3%	2%	7%	-%
NET: RM Only	1280	603	57	49	11	1104	175	481	623	175	789	203	123	94	45	14	3
80%	79%	78%	70%	72%	86%	57%	95%	81%	81%	57%	84%	78%	78%	76%	74%	63%	100%
NET: RM and other	285	144	16	21	4	165	119	25	140	119	138	54	34	26	15	8	-
18%	19%	22%	29%	28%	13%	39%	5%	18%	18%	39%	15%	21%	22%	21%	25%	37%	-%
NET: Provider other than RM only	25	12	*	1	-	11	14	2	9	14	8	3	-	4	1	*	-
2%	2%	1%	1%	-%	1%	5%	1%	1%	1%	5%	1%	1%	-%	3%	1%	1%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

Parcelforce

UPS

DHL

Hermes

FedEx

TNT

APC

UK Mail

Interlink / Interlink
Express / Direct

DPD

City Link Post

DX

Parcels to go

Yodel

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	590	58	51	31	25	1480	109	1437	152	1280	285	25
Royal Mail	1564	582	56	47	22	1480	84	1437	127	1280	285	-
	98%	99%	97%	92%	86%	100%	77%	100%	83%	100%	100%	-%
	ce	e				b		b				
Parcelforce	61	33	5	3	9	47	14	42	18	-	56	5
	4%	6%	9%	6%	30%	3%	12%	3%	12%	-%	20%	19%
				abc	abc		a		a		a	
UPS	43	18	1	5	6	24	19	18	25	-	40	4
	3%	3%	2%	9%	19%	2%	18%	1%	17%	-%	14%	15%
				a	ab		a		a		a	
DHL	43	28	1	2	*	32	10	27	16	-	40	3
	3%	5%	1%	4%	1%	2%	10%	2%	11%	-%	14%	12%
					abcd		a		a		a	
Hermes	36	25	4	1	4	29	7	22	14	-	32	3
	2%	4%	8%	2%	13%	2%	6%	2%	9%	-%	11%	13%
					ac		a		a		a	
FedEx	28	14	2	2	4	18	10	13	15	-	27	*
	2%	2%	3%	4%	15%	1%	9%	1%	10%	-%	10%	2%
					ab		a		a		a	
TNT	22	15	5	2	*	10	12	7	16	-	21	1
	1%	3%	9%	3%	-%	1%	11%	7%	10%	-%	7%	5%
			a				a		a		a	
APC	19	8	5	5	*	9	10	4	15	-	17	2
	1%	1%	9%	10%	1%	1%	9%	1%	10%	-%	6%	7%
			a	a			a		a		a	
UK Mail	17	11	-	1	3	6	11	5	12	-	13	4
	1%	2%	-%	2%	8%	1%	10%	1%	8%	-%	5%	17%
				ab			a		a		a	
Interlink / Interlink Express / Direct	13	3	2	4	-	9	4	7	6	-	13	-
	1%	1%	4%	9%	-%	1%	3%	1%	4%	-%	5%	-%
			a	a			a		a		a	
DPD	11	7	1	2	*	8	3	6	5	-	9	2
	1%	1%	1%	3%	-%	1%	3%	1%	3%	-%	3%	9%
							a		a		a	
City Link Post	9	5	1	1	*	4	5	3	6	-	9	-
	1%	1%	1%	3%	1%	1%	5%	1%	4%	-%	3%	-%
					a		a		a		a	
DX	8	2	4	*	*	6	2	5	3	-	8	-
	1%	1%	6%	1%	-%	1%	2%	1%	2%	-%	3%	-%
			a						a		a	
Parcels to go	8	6	1	-	-	4	3	2	6	-	5	3
	1%	1%	2%	-%	-%	1%	3%	1%	4%	-%	2%	12%
							a		a		a	
Yodel	7	4	2	1	*	2	5	2	5	-	5	2
	1%	1%	3%	2%	1%	1%	5%	1%	3%	-%	2%	7%
			a				a		a		a	

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Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

TNT Post UK

TNT Express

Pitney Bowes

Local Courier

Fastway Couriers

Interparcel

Neo Post

Coopers Carriers

Collect Plus

Legal Post

Priority Express

MHI (Mail Handling
International)

Eagle Couriers

Lynx

First Post

One Post

Wey Group International

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
TNT Post UK	6	3	-	-	-	5	1	3	3	-	6	-
	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%
TNT Express	5	3	-	2	-	3	2	*	5	-	5	-
	1%	1%	1%	3%	1%	1%	2%	1%	3%	1%	2%	1%
Pitney Bowes	5	1	-	-	*	-	5	-	5	-	3	2
	1%	1%	1%	1%	1%	1%	4%	1%	3%	1%	1%	6%
Local Courier	4	3	-	-	-	4	-	4	*	-	4	-
	1%	1%	1%	4%	1%	1%	1%	1%	1%	1%	1%	1%
Fastway Couriers	2	1	-	1	-	1	*	1	1	-	1	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Interparcel	1	*	-	1	-	*	1	-	1	-	*	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Neo Post	*	-	-	-	-	-	*	-	*	-	-	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Coopers Carriers	*	-	*	-	-	-	*	-	*	-	-	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Collect Plus	*	-	*	-	-	*	-	*	-	-	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Legal Post	*	*	-	-	-	*	-	*	-	-	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Priority Express	*	-	-	*	-	-	*	-	*	-	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
First Post	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
One Post	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

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Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	4	2	-	-	-	-	4	*	4	*	-	4	*
	*%	*%	-%	-%	-%	-%	*%	*%	*%	*%	-%	1%	1%
												a	
Don't know	2	2	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	46	31	3	4	1	1	23	24	18	28	-	40	6
	3%	5%	4%	9%	2%	5%	2%	22%	1%	18%	-%	14%	25%
							a		a		a		
NET: RM Only	1280	407	29	24	8	5	1280	-	1280	-	1280	-	-
	80%	69%	50%	48%	25%	20%	86%	-%	89%	-%	100%	-%	-%
		bcde	de	de			b		b		b		
NET: RM and other	285	175	27	22	21	16	201	84	158	127	-	285	-
	18%	30%	47%	44%	70%	65%	14%	77%	11%	83%	-%	100%	-%
			a	a	abc	a	a		a		a		
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker

Table 21 (continuation)

Page 273

QV4. And who does your organisation use for its mail service?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

NET: Provider other than

RM only

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
25	7	2	4	2	4	-	25	-	25	-	-	25
2%	1%	3%	8%	5%	14%	-%	23%	-%	17%	-%	-%	100%
			a	a	ab		a		a			

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Table 21 (continuation)

Page 274

QV4. And who does your organisation use for its mail service?

Base: All respondents

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
98%	99%	99%	98%	99% df	99% df	99% df	98%	99%	97%	99% df	96%	96%	100% a	97% c	99% ac	93%
61	23	13	26	39	37	46	54	21	25	35	42	-	18	25	47	13
4%	3%	5%	6% a	3%	4% a	3%	8% abcecg	5% a	9% abcecg	3%	10% c	-%	5%	5% b	3% ab	11% ab
43	17	12	14	35	29	35	36	16	20	30	35	2	5	30	33	8
3%	2%	5% a	3%	2%	3%	2%	6% abcecg	3%	7% abcecg	3%	9% c	15%	1%	6% b	2% b	7% b
43	20	8	14	40	34	40	32	15	8	30	21	-	18	29	40	5
3%	2%	3%	3%	3%	4%	3%	5% acg	3%	3%	3%	5%	-%	6%	6% b	3%	5%
36	11	7	17	28	28	31	34	9	19	15	21	2	11	19	36	12
2%	1%	3%	4% a	2%	3% g	2%	5% abcecg	2%	7% abcecg	1%	5%	23%	3%	4% ab	2%	10% ab
28	11	3	13	19	20	22	25	6	18	16	23	-	4	24	21	5
2%	1%	1%	3% a	1%	2%	1%	4% abcecg	1%	6% abcecg	2%	6% c	-%	1%	5% b	1% b	4% b
22	14	5	3	20	15	20	20	10	14	18	20	1	1	15	22	5
1%	2%	2%	1%	1%	2%	1%	3% abc	2%	5% abcecg	2%	5% c	8%	*%	3% b	1% b	4% b
19	4	6	9	19	7	19	19	9	11	14	15	-	3	10	19	*
1%	*%	2% a	2% a	1%	1%	1%	3% abcecg	2%	4% abcecg	1%	4% c	-%	1%	2% c	1% c	*% c
17	10	4	3	12	6	12	13	7	8	15	10	-	4	8	12	2
1%	1%	2%	1%	1%	1%	1%	2% abc	1%	3% abc	1%	2%	-%	1%	2% b	1% b	2% b
13	2	7	4	10	13	13	13	7	8	9	13	*	-	7	13	*
1%	*%	3% a	1%	1%	1%	1%	2% acg	2%	3% acg	1%	3% c	1%	-%	1% c	1% c	*% c
11	7	1	4	7	6	10	10	4	5	9	8	-	2	4	10	1
1%	1%	*%	1%	*%	1%	1%	2% ac	1%	2% ac	1%	2% c	-%	1%	1% c	1% c	1% c
9	5	*	4	9	7	9	9	3	5	7	6	-	3	7	9	2
1%	1%	*%	1%	1%	1%	1%	1% ac	1%	2% ac	1%	1% c	-%	1%	2% c	1% c	1% c
8	2	*	6	8	8	8	6	3	-	8	4	-	2	2	8	1
1%	*%	*%	1% a	1%	1%	1%	1% a	1%	-%	1%	1%	-%	1%	*% b	1% b	1% b
8	2	2	3	4	6	6	6	1	4	4	5	-	2	6	5	2
*%	*%	1%	1%	*%	1%	*%	1% a	*%	1% ac	*%	1%	-%	1%	1% b	*% b	2% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Unweighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Weighted total																	
Yodel	7	4	1	3	4	6	6	6	4	3	4	7	-	*	3	6	3
	*%	*%	*%	1%	*%	1%	*%	1%	1%	1%	*%	2%	-%	*%	1%	*%	2%
												c					b
TNT Post UK	6	6	-	*	6	5	6	6	3	-	6	1	-	1	3	6	-
	*%	1%	-%	*%	*%	1%	*%	1%	1%	-%	1%	*%	-%	*%	1%	*%	-%
TNT Express	5	3	2	*	3	2	3	3	-	3	3	5	-	-	3	3	-
	*%	*%	1%	*%	*%	*%	*%	1%	-%	1%	*%	1%	-%	-%	1%	*%	-%
										abce		c					
Pitney Bowes	5	3	*	1	5	4	5	1	1	*	1	1	-	*	*	4	*
	*%	*%	*	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%
Local Courier	4	*	-	4	4	4	4	1	1	1	4	4	-	*	4	4	1
	*%	*%	-%	1%	*%	*%	*%	*%	*%	*%	*%	1%	-%	*%	1%	*%	1%
				a													
Fastway Couriers	2	1	*	1	1	1	2	2	*	2	1	2	-	-	1	2	1
	*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	*%	-%	-%	*%	*%	1%
																	b
Interparcel	1	-	*	*	1	1	1	1	*	1	1	1	-	*	-	1	*
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%
Neo Post	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	-%
Coopers Carriers	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%	-%
Collect Plus	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
	*%	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	*%	*%
Legal Post	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Priority Express	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	4	3	*	*	2	2	2	2	2	-	2	*	-	1	*	4	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	2	-	-	-	-	-	2	-	2	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Other answers	46	29	7	10	43	27	45	33	13	27	35	32	*	7	22	43	8
	3%	3%	3%	2%	3%	3%	3%	5%	3%	9%	3%	8%	1%	2%	5%	3%	7%
NET: RM Only	1280	716	199	347	1231	710	1242	379	353	140	866	205	6	258	316	1230	63
	80%	83%	77%	76%	83%	77%	82%	60%	77%	49%	80%	49%	53%	79%	66%	81%	55%
		bc			bdef	df	bdef	f	df		df	c	a		c	ac	b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly						Use of parcels			Types of service used			
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
NET: RM and other	285	130	57	97	245	199	259	240	100	136	200	191	5	66	145	266	45
	18%	15%	22%	21%	16%	22%	17%	38%	22%	48%	19%	46%	43%	20%	31%	18%	39%
		a	a	a		ac	abcg	ac	abcdeg			c			b		ab
NET: Provider other than RM only	25	13	4	9	15	10	17	15	6	8	12	17	*	1	15	15	8
	2%	1%	1%	2%	1%	1%	1%	2%	1%	3%	1%	4%	4%	1%	3%	1%	7%
							abcg			abcg		c			b		ab

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Royal Mail	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
	98%	100%	100%	100%	100%	100%	98%	99%	98%	98%	98%	-%	98%	98%	94%	96%	99%	98%
Parcelforce	61	39	28	11	6	41	60	50	60	57	61	-	44	60	13	24	26	11
	4%	3%	3%	8%	14%	3%	4%	4%	4%	5%	4%	-%	5%	4%	7%	12%	2%	5%
				c	c										b	bc		b
UPS	43	29	22	-	2	37	43	40	43	40	43	-	29	42	14	10	30	3
	3%	2%	2%	-%	6%	3%	3%	3%	3%	3%	3%	-%	3%	3%	8%	5%	3%	2%
					a	a									ab	bc		
DHL	43	34	27	5	2	33	43	43	43	40	43	-	32	43	12	14	23	7
	3%	3%	3%	3%	6%	2%	3%	3%	3%	3%	3%	-%	4%	3%	6%	7%	2%	3%
															b	b		
Hermes	36	21	26	7	1	24	36	23	36	30	34	-	20	36	14	15	16	5
	2%	2%	3%	5%	1%	2%	2%	2%	2%	2%	2%	-%	2%	2%	7%	8%	1%	2%
				c											ab	bc		
FedEx	28	19	11	3	4	22	28	26	28	26	27	-	22	28	17	10	17	1
	2%	2%	1%	2%	9%	2%	2%	2%	2%	2%	2%	-%	3%	2%	9%	5%	1%	1%
					ac										ab	bc		1%
TNT	22	15	15	2	2	18	22	19	22	21	22	-	15	22	5	10	8	4
	1%	1%	2%	1%	4%	1%	1%	1%	1%	2%	1%	-%	2%	1%	3%	5%	1%	2%
																b		
APC	19	8	14	3	*	14	19	13	19	18	19	-	11	19	4	10	9	*
	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	-%	1%	1%	2%	5%	1%	1%
																bc		1%
UK Mail	17	9	6	2	*	11	17	12	17	16	17	-	11	17	5	4	14	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	2%	1%	1%
Interlink / Interlink Express / Direct	13	13	5	3	-	10	13	12	13	13	13	-	12	13	2	6	7	-
	1%	1%	1%	2%	-%	1%	1%	1%	1%	1%	1%	-%	2%	1%	1%	3%	1%	1%
																bc		1%
DPD	11	8	6	1	-	8	11	8	11	11	11	-	9	11	4	1	10	-
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	1%	1%	1%
City Link Post	9	9	5	1	-	8	9	9	9	9	9	-	8	9	1	2	7	*
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
DX	8	6	7	*	-	8	8	8	8	8	8	-	7	8	1	-	8	*
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%
Parcels to go	8	5	2	-	-	5	6	5	6	8	8	-	2	8	2	3	2	2
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
																b		b
Yodel	7	4	3	-	-	4	7	6	7	7	7	-	4	7	2	5	1	2
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	1%	1%
																b		b
TNT Post UK	6	5	4	-	-	6	6	5	6	6	6	-	6	6	*	*	3	3

20% 20% 20% -0% -0% 20% 20% 20% 20% 20% 20% -0% 1% 20% 20% 20% 20%

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Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
TNT Express	5	3	2	-	-	5	5	5	5	5	5	-	3	5	2	2	3	-
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%
Pitney Bowes	5	3	-	-	-	3	5	5	5	4	5	-	4	5	*	1	4	-
	100%	100%	0%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%
Local Courier	4	4	1	-	-	4	4	4	4	4	4	-	4	4	1	4	*	-
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%
Fastway Couriers	2	1	1	-	-	1	2	2	2	2	2	-	1	2	1	bc	1	*
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%
Interparcel	1	*	*	-	-	*	1	*	1	1	1	-	1	1	1	*	*	-
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%
Neo Post	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	100%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	0%	0%
Coopers Carriers	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	100%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	0%	0%
Collect Plus	*	-	*	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-
	100%	0%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	0%
Legal Post	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	*	-
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	0%
Priority Express	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	*	-
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	0%	100%	100%	0%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	4	4	-	-	-	4	4	4	4	2	4	-	2	4	1	*	2	2
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%
Don't know	2	-	-	-	-	-	2	2	2	2	2	-	2	2	2	2	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%
Other answers	46	31	21	9	*	27	44	40	44	42	46	-	31	46	13	5	32	9
	3%	3%	2%	6%	-%	2%	3%	3%	3%	3%	3%	-%	4%	3%	7%	2%	3%	4%
NET: RM Only	1280	987	819	99	32	1147	1255	1074	1261	930	1251	-	608	1255	107	104	1007	164
	80%	82%	82%	73%	74%	83%	80%	80%	80%	76%	80%	-%	74%	80%	57%	53%	85%	81%
NET: RM and other	285	216	176	38	11	230	282	247	282	265	283	-	193	282	69	84	166	35
	18%	18%	18%	27%	26%	17%	18%	18%	18%	22%	18%	-%	24%	18%	37%	43%	14%	17%
NET: Provider other than RM only	25	-	-	-	-	-	24	16	24	20	25	-	16	25	9	7	15	3
	2%	-%	-%	-%	-%	-%	2%	1%	2%	2%	2%	-%	2%	2%	5%	3%	1%	2%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Royal Mail	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
	98%	90%	97%	99%	98%	98%	98%	100%	100%	100%	100%	100%	97%	89%
			a	ab										
Parcelforce	61	12	11	37	45	15	57	4	44	*	14	42	6	54
	4%	8%	13%	3%	5%	3%	4%	3%	4%	1%	5%	3%	12%	24%
		c	c											
UPS	43	5	7	29	24	19	41	2	32	4	10	30	9	35
	3%	4%	8%	2%	2%	3%	3%	2%	3%	5%	3%	2%	16%	15%
			c											
DHL	43	10	4	27	30	13	43	*	26	*	12	28	2	41
	3%	7%	4%	2%	3%	2%	3%	%	2%	%	4%	2%	4%	18%
		c											a	
Hermes	36	11	12	12	14	22	36	-	25	2	10	22	6	30
	2%	8%	14%	1%	1%	4%	2%	-%	2%	2%	4%	2%	11%	13%
		c	c			a					b			
FedEx	28	5	6	16	18	9	27	*	17	3	6	21	5	22
	2%	3%	7%	1%	2%	2%	2%	%	1%	4%	2%	2%	10%	10%
			c											
TNT	22	8	1	13	18	4	22	*	13	*	5	16	6	16
	1%	5%	2%	1%	2%	1%	2%	%	1%	%	2%	1%	11%	7%
		c												
APC	19	8	2	10	13	6	19	-	13	3	6	12	3	9
	1%	5%	2%	1%	1%	1%	1%	-%	1%	4%	2%	1%	6%	4%
		c								a				
UK Mail	17	11	*	5	11	6	17	-	7	-	4	9	4	13
	1%	8%	1%	%	1%	1%	1%	-%	1%	-%	1%	1%	8%	6%
		bc												
Interlink / Interlink Express / Direct	13	5	-	7	5	8	13	-	11	*	2	11	3	8
	1%	4%	-%	1%	%	1%	1%	-%	1%	%	1%	1%	5%	3%
		c												
DPD	11	2	*	9	9	2	10	2	8	-	3	6	4	4
	1%	2%	%	1%	1%	%	1%	1%	1%	-%	1%	%	8%	2%
													b	
City Link Post	9	4	1	4	7	2	9	-	6	*	3	6	3	6
	1%	2%	2%	%	1%	%	1%	-%	1%	1%	1%	%	5%	3%
		c	c											
DX	8	*	-	8	8	*	8	*	5	*	*	8	*	8
	1%	%	-%	1%	1%	%	1%	%	%	%	%	1%	%	4%
Parcels to go	8	6	1	-	6	2	8	-	4	-	-	5	*	7
	%	4%	2%	-%	1%	%	1%	-%	%	-%	-%	%	1%	3%
		c	c											
Yodel	7	3	2	2	4	3	7	-	3	2	3	2	*	7
	%	2%	2%	%	%	1%	%	-%	%	2%	1%	%	%	3%
		c	c							a	b			

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
TNT Post UK	6 *%	1 1%	- *%	5 *%	5 *%	1 *%	6 *%	- -%	3 *%	* *%	* *%	6 *%	1 2%	2 1%
TNT Express	5 *%	* *%	2 2%	3 *%	4 *%	1 *%	5 *%	- -%	5 *%	- -%	- -%	5 *%	1 2%	2 1%
Pitney Bowes	5 *%	1 *%	* 1%	4 *%	4 *%	1 *%	5 *%	- -%	3 *%	- -%	- -%	3 *%	- -%	5 2%
Local Courier	4 *%	- -%	- -%	4 *%	1 *%	3 *%	4 *%	- -%	1 *%	- -%	4 1%	* *%	- -%	4 2%
Fastway Couriers	2 *%	* *%	1 1%	1 *%	2 *%	- -%	2 *%	- -%	1 *%	- -%	* *%	1 *%	* *%	1 *%
Interparcel	1 *%	* *%	- -%	1 *%	- -%	1 *%	1 *%	- -%	* *%	- -%	* *%	* *%	- -%	1 *%
Neo Post	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Coopers Carriers	* *%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Collect Plus	* *%	* *%	- -%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%
Legal Post	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	* *%
Priority Express	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	* *%	- -%	- -%	* *%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Eagle Couriers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Lynx	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
One Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Wey Group International	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ENC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	4	1	*	2	2	1	2	2	2	-	-	4	-	*
	*%	1%	1%	*%	*%	*%	*%	1%	*%	-%	-%	*%	-%	*%
Don't know	2	2	-	-	-	2	2	-	-	-	-	-	-	2
	*%	1%	-%	-%	-%	*%	*%	-%	-%	-%	-%	-%	-%	1%
Other answers	46	13	4	29	29	17	44	2	31	3	11	29	10	26
	3%	9%	5%	2%	3%	3%	3%	1%	3%	3%	4%	2%	19%	12%
NET: RM Only	1280	57	47	1166	796	484	1147	133	1005	63	213	1066	-	-
	80%	39%	55%	87%	79%	82%	79%	92%	83%	81%	74%	84%	-%	-%
NET: RM and other	285	75	36	170	192	92	273	12	208	15	76	208	52	200
	18%	51%	42%	13%	19%	16%	19%	8%	17%	19%	26%	16%	97%	89%
NET: Provider other than RM only	25	13	2	10	16	9	25	-	-	-	-	-	2	24
	2%	9%	3%	1%	2%	2%	2%	-%	-%	-%	-%	-%	3%	10%

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Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

Parcelforce

UPS

DHL

Hermes

FedEx

TNT

APC

UK Mail

Interlink / Interlink
Express / Direct

DPD

City Link Post

DX

Parcels to go

Yodel

TNT Post UK

TNT Express

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Royal Mail	1564	219	381	389	392	402
	98%	89%	98%	97%	98%	100%
		100%				bc
Parcelforce	61	56	11	12	21	16
	4%	23%	3%	3%	5%	4%
UPS	43	41	11	9	8	16
	3%	17%	3%	2%	2%	4%
DHL	43	35	8	9	7	19
	3%	14%	2%	2%	2%	5%
		18%				abc
Hermes	36	33	8	13	6	8
	2%	13%	2%	3%	2%	2%
FedEx	28	23	8	6	2	12
	2%	9%	2%	1%	1%	3%
						c
TNT	22	21	7	6	2	7
	1%	9%	2%	2%	1%	2%
APC	19	12	1	1	5	13
	1%	5%	1%	1%	1%	3%
						abc
UK Mail	17	15	8	4	5	*
	1%	6%	2%	1%	1%	1%
		23%	d			
Interlink / Interlink Express / Direct	13	10	6	1	2	4
	1%	4%	2%	1%	1%	1%
			b			
DPD	11	6	*	6	1	4
	1%	2%	1%	2%	1%	1%
				ac		
City Link Post	9	8	7	1	1	-
	1%	3%	2%	1%	1%	-
		18%	bcd			
DX	8	7	*	-	4	4
	1%	3%	1%	1%	1%	1%
					b	b
Parcels to go	8	7	3	4	-	*
	1%	3%	1%	1%	1%	1%
				c		
Yodel	7	7	1	2	2	2
	1%	3%	1%	1%	1%	1%
TNT Post UK	6	2	3	*	3	*
	1%	1%	1%	1%	1%	1%
TNT Express	5	2	1	-	*	3
	1%	1%	1%	1%	1%	1%

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Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Pitney Bowes

Local Courier

Fastway Couriers

Interparcel

Neo Post

Coopers Carriers

Collect Plus

Legal Post

Priority Express

MHI (Mail Handling
International)

Eagle Couriers

Lynx

First Post

One Post

Wey Group International

ENC

Fast Track

Tuffnells

Euro

UK / British Mail

Columns Tested: a,b - a,b,c,d

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	b	a	b	c	d
Unweighted total	1591	249	5	387	401	400	403
Weighted total	1591	246	7	387	401	400	403
Pitney Bowes	5	5	-	1	-	3	*
	*%	2%	-%	*%	-%	1%	*%
Local Courier	4	4	-	1	3	-	*
	*%	2%	-%	*%	1%	-%	*%
Fastway Couriers	2	1	-	*	*	-	1
	*%	*%	-%	*%	*%	-%	*%
Interparcel	1	1	-	-	*	*	*
	*%	*%	-%	-%	*%	*%	*%
Neo Post	*	*	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	*%
Coopers Carriers	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%
Collect Plus	*	*	-	-	*	-	-
	*%	*%	-%	-%	*%	-%	-%
Legal Post	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
Priority Express	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Ofcom; Business Postal Tracker

Table 21 (continuation)

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QV4. And who does your organisation use for its mail service?

Base: All respondents

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	b	a	b	c	d
Significance Level: 95%							
Unweighted total	1591	249	5	387	401	400	403
Weighted total	1591	246	7	387	401	400	403
Freight - Better / Night	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Parcel Line	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None	4	*	-	-	-	-	4
	*%	*%	-%	-%	-%	-%	1%
Don't know	2	2	-	-	2	-	-
	*%	1%	-%	-%	*%	-%	-%
Other answers	46	30	-	15	12	3	16
	3%	12%	-%	4%	3%	1%	4%
				c	c		c
NET: RM Only	1280	-	-	317	325	337	301
	80%	-%	-%	82%	81%	84%	75%
				d	d	d	
NET: RM and other	285	219	7	64	65	55	101
	18%	89%	100%	16%	16%	14%	25%
							abc
NET: Provider other than RM only	25	25	-	6	10	8	1
	2%	10%	-%	2%	2%	2%	*%
					d	d	
Columns Tested: a,b - a,b,c,d							

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Table 22

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QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Royal Mail	1480	77	143	151	87	117	261	212	123	97	79	66	66	1268
	93%	88%	91%	94%	abefghikm	93%	93%	93%	89%	92%	97%	93%	94%	93%
Parcelforce	12	3	3	3	-	1	-	-	-	1	*	-	*	11
	1%	3%	2%	2%	-%	1%	-%	-%	-%	1%	1%	-%	1%	1%
		fk												
APC	10	-	-	*	-	-	5	2	2	*	-	*	-	10
	1%	-%	-%	*%	-%	-%	2%	1%	1%	*%	-%	*%	-%	1%
						jl								
UK Mail	10	-	-	-	-	1	3	2	2	1	-	-	-	10
	1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	-%	-%	-%	1%
UPS	9	-	1	*	-	-	2	3	2	-	-	*	-	8
	1%	-%	1%	*%	-%	-%	1%	1%	1%	-%	-%	1%	-%	1%
TNT	7	2	-	-	-	*	3	*	2	-	*	*	*	6
	*%	2%	-%	-%	-%	*%	1%	*%	1%	-%	1%	*%	*%	*%
FedEx	7	2	2	-	-	-	-	3	-	-	*	*	*	6
	*%	2%	1%	-%	-%	-%	-%	1%	-%	-%	1%	*%	*%	*%
Hermes	5	-	3	-	-	1	-	-	-	-	-	1	-	4
	*%	-%	2%	-%	-%	1%	-%	-%	-%	-%	-%	1%	-%	*%
			jm											
Pitney Bowes	4	-	-	*	-	*	-	3	-	-	-	*	*	4
	*%	-%	-%	*%	-%	*%	-%	1%	-%	-%	-%	1%	1%	*%
Interlink / Interlink Express / Direct	4	-	-	-	*	1	-	*	1	*	-	*	-	3
	*%	-%	-%	-%	*%	1%	-%	*%	1%	*%	-%	1%	-%	*%
Yodel	3	-	-	-	*	*	-	-	2	1	-	-	-	3
	*%	-%	-%	-%	*%	*%	-%	-%	1%	1%	-%	-%	-%	*%
DPD	3	-	-	-	-	-	-	-	2	-	-	*	1	2
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%	*%
									m				m	
DHL	3	-	-	-	-	-	3	-	-	-	-	-	-	3
	*%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%
City Link Post	2	-	-	-	-	1	-	-	*	-	-	*	*	1
	*%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	1%	1%	*%
						m								
Parcels to go	2	-	-	-	-	-	-	-	2	-	-	*	-	2
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	*%
									m					
DX	2	-	-	*	*	1	-	-	-	-	-	-	*	2
	*%	-%	-%	*%	*%	1%	-%	-%	-%	-%	-%	-%	1%	*%
						m								
TNT Express	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	*%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
		jm												
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 22 (continuation)

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QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
TNT Post UK	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%
Neo Post	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%
Fastway Couriers	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- m	- -%	* 1%	- -%
Priority Express	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- m	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Local Courier	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Eagle Couriers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Lynx	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
One Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Wey Group International	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ENC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fast Track	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tuffnells	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Euro	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
UK / British Mail	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Freight - Better / Night	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Global Mailing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Haynes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 22 (continuation)

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QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	2
.*%	.*%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	.*%
Other answers	23	3	2	5	*	-	3	2	2	4	*	1	1	21
1%	4%	1%	3%	3%	.*%	-%	1%	1%	1%	4%	.*%	1%	1%	2%
NET: RM	1480	77	143	151	87	117	261	212	123	97	79	66	66	1268
93%	88%	91%	94%	abefghikm	99%	93%	93%	93%	89%	92%	97%	93%	94%	93%
NET: Provider other than RM	109	11	12	9	1	8	18	16	15	8	2	5	4	98
7%	12%	8%	6%	1%	7%	7%	7%	7%	11%	8%	3%	7%	6%	7%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m		dj	dj			d	d	d	dj	dj		d		dj

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Table 22 (continuation)

Page 290

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

Parcelforce

APC

UK Mail

UPS

TNT

FedEx

Hermes

Pitney Bowes

Interlink / Interlink

Express / Direct

Yodel

DPD

DHL

City Link Post

Parcels to go

DX

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	c	d	e	f	g	a	b	c	d	e	a	b
126	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
122	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1480	119	109	20	137	333	82	642	1423	37	13	8	58	769	712
93%	98%	78%	91%	97%	89%	99%	97%	93%	90%	89%	96%	90%	93%	93%
be	be	be	be	be	be	be	be							
12	-	5	-	-	5	-	1	12	-	-	-	-	7	5
1%	-%	3%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	1%	1%
		adg			g									
10	-	*	-	-	2	-	5	9	*	-	-	*	5	5
1%	-%	1%	-%	-%	1%	-%	1%	1%	1%	-%	-%	1%	1%	1%
10	-	1	2	-	7	-	-	9	-	*	-	*	5	4
1%	-%	1%	7%	-%	2%	-%	-%	1%	-%	2%	-%	1%	1%	1%
		g			g					b				
9	-	4	-	-	4	-	-	8	*	*	*	1	3	5
1%	-%	3%	-%	-%	1%	-%	-%	1%	1%	1%	2%	1%	1%	1%
		dg			g									
7	-	3	-	-	1	-	3	6	*	*	*	1	6	1
1%	-%	2%	-%	-%	1%	-%	1%	1%	1%	3%	2%	2%	1%	1%
		eg								a		a		
7	-	*	-	-	4	-	3	6	*	*	-	1	3	3
1%	-%	1%	-%	-%	1%	-%	1%	1%	1%	1%	-%	1%	1%	1%
5	-	-	-	-	3	-	2	5	-	-	-	-	2	3
1%	-%	1%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	1%	1%
4	-	-	-	4	-	*	-	4	1	-	-	1	1	4
1%	-%	-%	-%	3%	-%	1%	-%	1%	1%	-%	-%	1%	1%	1%
				beg					a					
4	1	*	-	-	2	-	-	3	*	*	-	1	2	1
1%	1%	1%	-%	-%	1%	-%	-%	1%	1%	3%	-%	1%	1%	1%
	g									a		a		
3	-	2	-	-	2	-	-	3	*	-	-	*	*	3
1%	-%	1%	-%	-%	1%	-%	-%	1%	1%	-%	-%	1%	1%	1%
		g												
3	2	-	-	-	1	-	-	3	-	-	-	-	-	3
1%	1%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%
	g													
3	-	-	-	-	2	-	-	2	*	-	-	*	-	3
1%	-%	-%	-%	-%	1%	-%	-%	1%	1%	-%	-%	1%	-%	-%
					g									
2	-	*	*	-	*	-	-	2	*	-	-	*	1	1
1%	-%	1%	2%	-%	1%	-%	-%	1%	1%	-%	-%	1%	1%	1%
2	-	2	-	-	-	-	*	2	-	-	-	-	2	*
1%	-%	1%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	1%	1%
		eg												
2	-	-	-	-	-	*	2	2	*	-	-	*	2	-
1%	-%	-%	-%	-%	-%	1%	1%	1%	1%	-%	-%	1%	1%	-%
									a					

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Table 22 (continuation)

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QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
TNT Express	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	*%
TNT Post UK	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-
	*%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
			g												
Neo Post	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Fastway Couriers	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 22 (continuation)

Page 292

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Other answers	23	-	12	-	-	4	*	7	22	1	*	-	1	11	12
	1%	-%	8%	-%	-%	1%	*%	1%	1%	1%	2%	-%	1%	1%	2%
			adefg												
NET: RM	1480	119	109	20	137	333	82	642	1423	37	13	8	58	769	712
	93%	98%	78%	91%	97%	89%	99%	97%	93%	90%	89%	96%	90%	93%	93%
		be			be	b	be	be							
NET: Provider other than RM	109	3	32	2	4	39	1	23	103	4	2	*	6	53	57
	7%	2%	22%	9%	3%	10%	1%	3%	7%	10%	11%	4%	10%	6%	7%
			adefg			adfg									

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 22 (continuation)

Page 293

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Royal Mail	1480	707	71	62	13	1234	247	504	730	247	881	243	151	109	57	22	3
	93%	93%	96%	87%	84%	96%	80%	99%	94%	80%	94%	93%	96%	87%	94%	98%	100%
		cd	d			b		bc	c		d	d	d			d	
Parcelforce	12	3	-	2	-	2	10	-	2	10	3	3	1	-	-	-	-
	1%	1%	1%	2%	1%	1%	3%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%
				a			a			ab							
APC	10	3	-	*	-	*	10	-	*	10	8	2	*	-	-	-	-
	1%	1%	1%	1%	1%	1%	3%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%
							a			ab							
UK Mail	10	8	2	-	*	1	8	-	1	8	4	3	-	3	-	-	-
	1%	1%	2%	1%	2%	1%	3%	1%	1%	3%	1%	1%	1%	2%	1%	1%	1%
							a			ab				ac			
UPS	9	2	*	-	-	3	6	-	3	6	2	2	3	*	3	-	-
	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	4%	1%	1%
							a			ab			a		abd		
TNT	7	6	-	*	*	5	2	*	4	2	6	*	*	*	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
FedEx	7	3	*	-	-	2	4	-	2	4	3	-	*	4	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%
							a			ab				abc			
Hermes	5	4	-	-	-	3	2	1	2	2	2	-	-	*	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Pitney Bowes	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%
														abc	a		
Interlink / Interlink Express / Direct	4	1	-	1	*	1	2	-	1	2	2	1	*	*	-	*	-
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
				a			a										
Yodel	3	2	-	-	2	3	*	-	3	*	3	*	-	*	-	-	-
	1%	1%	1%	1%	11%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
					abc												
DPD	3	2	*	-	-	1	2	-	1	2	*	1	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DHL	3	-	-	2	-	-	3	-	-	3	-	*	-	2	-	-	-
	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
				a			a			b				ab			
City Link Post	2	1	-	-	*	*	2	*	-	2	1	-	1	-	-	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
							a			b							
Parcels to go	2	*	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
DX	2	-	-	-	-	1	1	-	1	1	*	-	*	1	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
														a			

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 22 (continuation)

Page 294

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
TNT Express	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	2 *%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	- -%
TNT Post UK	1 *%	1 *%	- -%	- -%	- -%	- -%	1 *%	- -%	- -%	1 *%	1 *%	- -%	- -%	- -%	- -%	- -%	- -%
Neo Post	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%
Fastway Couriers	* *%	- -%	- -%	* 1%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
Priority Express	* *%	- -%	- -%	- a	- -%	- -%	* *%	- -%	- -%	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Local Courier	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Eagle Couriers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Lynx	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
One Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Wey Group International	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ENC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fast Track	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tuffnells	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Euro	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
UK / British Mail	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Freight - Better / Night	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Global Mailing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 22 (continuation)

Page 295

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-
	%	%	-%	-%	-%	%	-%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	23	11	-	3	-	15	8	3	13	8	18	4	1	-	*	*	-
	1%	2%	-%	4%	-%	1%	2%	1%	2%	2%	2%	1%	%	-%	1%	%	-%
								a									
NET: RM	1480	707	71	62	13	1234	247	504	730	247	881	243	151	109	57	22	3
	93%	93%	96%	87%	84%	96%	80%	99%	94%	80%	94%	93%	96%	87%	94%	98%	100%
		cd	d			b		bc	c		d	d	d			d	
NET: Provider other than RM	109	51	3	9	2	47	62	5	42	62	54	17	7	16	3	*	-
	7%	7%	4%	13%	16%	4%	20%	1%	5%	20%	6%	7%	4%	13%	6%	2%	-%
				a	ab		a		a	ab				abcf			

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 22 (continuation)

Page 296

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1591											
Weighted total	1591											
Royal Mail	1480											
	93%											
Parcelforce	12											
	1%											
APC	10											
	1%											
UK Mail	10											
	1%											
UPS	9											
	1%											
TNT	7											
	*%											
FedEx	7											
	*%											
Hermes	5											
	*%											
Pitney Bowes	4											
	*%											
Interlink / Interlink Express / Direct	4											
	*%											
Yodel	3											
	*%											
DPD	3											
	*%											
DHL	3											
	*%											
City Link Post	2											
	*%											
Parcels to go	2											
	*%											
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 22 (continuation)

Page 297

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
DX	2	-	*	*	*	-	-	2	1	1	-	2	-
	*%	-%	1%	*%	1%	-%	-%	2%	*%	*%	-%	1%	-%
			a					a				a	
TNT Express	2	-	-	2	-	-	-	2	-	2	-	2	-
	*%	-%	-%	3%	-%	-%	-%	2%	-%	1%	-%	1%	-%
				a				a		a		a	
TNT Post UK	1	1	-	-	-	-	-	1	-	1	-	1	-
	*%	*%	-%	-%	-%	-%	-%	1%	-%	1%	-%	*%	-%
								a		a		a	
Neo Post	*	-	-	-	-	-	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	2%
								a		a			
Fastway Couriers	*	-	-	*	-	-	-	*	-	*	-	-	*
	*%	-%	-%	1%	-%	-%	-%	*%	-%	*%	-%	-%	2%
				a				a		a			
Priority Express	*	-	-	-	*	-	-	*	-	*	-	*	-
	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 22 (continuation)

Page 298

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		a	b	c	d	e	a	b	a	b	a	b	*c
Significance Level: 95%	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Unweighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Weighted total													
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	-	-	-	-	-	-	-	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	23	14	2	3	*	-	-	23	*	22	-	16	6
	1%	2%	3%	6%	1%	-%	-%	21%	*%	15%	-%	6%	25%
							a			a		a	
NET: RM	1480	547	46	31	22	11	1480	-	1433	47	1280	201	-
	93%	93%	79%	61%	72%	45%	100%	-	100%	31%	100%	71%	-%
		bcde	ce		e		b		b		b		
NET: Provider other than RM	109	42	12	20	9	14	-	109	4	105	-	84	25
	7%	7%	21%	39%	28%	55%	-%	100%	*%	69%	-%	29%	100%
			a	ab	a	abd		a		a		a	
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Royal Mail	1480	811	241	411	1405	859	1429	543	432	221	1009	323	10	319	409	1419	98
	93%	94% c	93%	90%	94% df	93% df	94% df	86% f	94% df	77%	94% df	78%	96%	98% a	86%	94% ac	85%
Parcelforce	12	3	2	7	8	5	8	12	3	8	6	12	-	-	10	8	3
	1%	1%	1%	1%	1%	1%	1%	2%	1%	3%	1%	3%	-	-	2%	1%	3%
				a				abceg		abceg		c			b		b
APC	10	*	6	4	10	5	10	10	2	6	7	10	-	-	6	10	-
	1%	1%	2% a	1% a	1%	1%	1%	2%	1%	2%	1%	2% c	-	-	1%	1%	-
								abc		abceg							
UK Mail	10	6	2	1	6	2	6	7	7	4	8	6	-	1	3	6	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-
								abc	abc	abc							
UPS	9	3	3	3	9	7	9	8	1	7	8	7	-	1	5	9	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	-	1%	1%	1%	1%
								e		abceg							
TNT	7	5	*	2	6	5	6	7	2	4	5	6	*	*	6	7	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	1%	1%	2%
										c		c			b		
FedEx	7	1	*	6	3	5	5	7	*	6	4	6	-	*	6	5	3
	1%	1%	1%	1% a	1%	1%	1%	1%	1%	2%	1%	2% c	-	1%	1%	1%	2%
								ace		abceg					b		b
Hermes	5	1	2	2	2	2	2	5	*	2	*	5	-	-	3	5	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	2%
								acg		acg		c					b
Pitney Bowes	4	3	*	1	4	4	4	*	1	*	1	*	-	*	*	4	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-
Interlink / Interlink Express / Direct	4	2	*	1	4	3	4	4	2	2	2	4	-	-	2	4	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%
Yodel	3	3	*	-	2	2	2	2	2	*	2	3	-	-	*	2	-
	1%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-
DPD	3	*	1	2	1	1	1	3	*	2	1	3	-	-	2	1	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	1%
										acg							
DHL	3	*	2	-	3	3	3	3	2	-	*	2	-	*	*	3	-
	1%	1%	1% ac	-	1%	1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	-
								g	g								
City Link Post	2	1	-	1	2	2	2	2	1	2	2	2	-	*	2	2	-
	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	1%	-
Parcels to go	2	-	-	2	2	2	2	2	-	2	-	2	-	-	2	*	2
	1%	-	-	1%	1%	1%	1%	1%	-	1%	-	1%	-	-	1%	1%	2%
									acg						b		b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	^a b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
DX	2	-	*	2	2	2	2	1	*	-	2	1	-	-	*	2	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
TNT Express	2	2	-	-	2	-	2	2	-	2	2	2	-	-	2	2	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
TNT Post UK	1	1	-	-	1	-	1	1	-	-	1	1	-	-	1	1	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Neo Post	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Fastway Couriers	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Priority Express	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %	^a %

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 22 (continuation)

Page 301

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Significance Level: 95%	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Unweighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Weighted total																	
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	2	-	-	-	-	-	2	-	2	-	-	-	-	-
	*%	-%	-%	*%	-%	-%	-%	-%	-%	1%	-%	*%	-%	-%	-%	-%	-%
Other answers	23	14	1	8	20	12	21	17	5	16	17	17	-	2	14	20	5
	1%	2%	*%	2%	1%	1%	1%	3%	1%	6%	2%	4%	-%	1%	3%	1%	4%
NET: RM	1480	811	241	411	1405	859	1429	543	432	221	1009	323	10	319	409	1419	98
	93%	94% c	93%	90%	94% df	93% df	94% df	86% f	94% df	77%	94% df	78%	96%	98% a	86% b	94% ac	85% b
NET: Provider other than RM	109	48	19	42	86	60	89	92	27	63	70	91	*	6	67	92	18
	7%	6%	7%	9% a	6%	7%	6%	14% abcg	6%	22% abcdeg	6%	22% c	4%	2%	14% b	6%	15% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 22 (continuation)

Page 302

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
1591	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
1480	1144	948	129	42	1309	1453	1249	1459	1112	1451	-	742	1453	152	163	1119	194
93%	95%	95%	94%	96%	95%	93%	93%	93%	91%	93%	-%	91% c	93% c	81%	83%	94% a	96% a
12	5	7	-	-	8	12	11	12	11	12	-	6	12	2	5	3	3
1%	%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	3%	%	2%
10	*	8	3	-	5	10	8	10	10	10	-	6	10	3	8	2	*
1%	%	1% a	2% c	-%	%	1%	1%	1%	1%	1%	-%	1%	1%	2%	4%	%	%
10	3	2	2	-	5	10	6	10	10	10	-	9	10	2	-	10	-
1%	%	%	1%	-%	%	1%	%	1%	1%	1%	-%	1%	1%	1%	-%	1%	-%
9	6	5	-	-	9	9	9	9	9	9	-	5	9	3	*	8	-
1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	%	1%	-%
7	7	3	-	2	5	7	6	7	7	7	-	5	7	*	3	4	*
%	1%	%	-%	4% ac	%	%	%	%	1%	%	-%	1%	%	%	2% b	%	%
7	3	5	-	-	6	7	5	7	6	6	-	4	7	4	6	1	-
%	%	%	-%	-%	%	%	%	%	1%	%	-%	1%	%	2% ab	3% bc	%	-%
5	3	2	-	-	3	5	3	5	2	5	-	2	5	2	*	5	-
%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	1% b	%	%	-%
4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
%	%	-%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	%	%	-%
4	3	2	-	-	4	4	2	4	4	4	-	4	4	1	3	*	-
%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	1%	2% b	%	-%
3	2	*	-	-	*	3	2	3	3	3	-	1	3	1	1	*	2
%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	1%	1% b	%	1%
3	-	*	-	-	*	3	2	3	3	3	-	2	3	*	*	2	-
%	-%	%	-%	-%	%	%	%	%	%	%	-%	%	%	%	%	%	-%
3	3	*	*	-	2	3	3	3	3	3	-	*	3	-	-	3	-
%	%	%	%	-%	%	%	%	%	%	%	-%	%	%	-%	-%	%	-%
2	2	2	-	-	2	2	2	2	2	2	-	2	2	*	*	2	-
%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	%	%	%	-%
2	*	-	-	-	*	*	*	*	2	2	-	*	2	*	-	2	-
%	%	-%	-%	-%	%	%	%	%	%	%	-%	%	%	%	-%	%	-%
2	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	*
%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	-%	%	%
2	2	-	-	-	2	2	2	2	2	2	-	2	2	2	-	2	-

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Table 22 (continuation)

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QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
TNT Post UK	1	-	1	-	-	1	1	-	1	1	1	-	1	1	-	-	1	-
	%	-%	%	-%	-%	%	%	-%	%	%	%	-%	%	%	-%	-%	%	-%
Neo Post	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	%	-%	-%	-%	-%	-%	%	%	%	%	%	-%	%	%	-%	%	-%	-%
Fastway Couriers	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	%	-%	-%	-%	-%	-%	%	%	%	%	%	-%	%	%	%	%	-%	-%
Priority Express	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	-%	%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 22 (continuation)

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QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	-	-	-	2	2	2	2	2	-	2	2	2	2	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%
Other answers	23	15	6	2	-	10	23	20	23	21	23	-	18	23	10	1	19	2
	1%	1%	1%	2%	-%	1%	1%	1%	1%	2%	1%	-%	2%	1%	5%	1%	2%	1%
NET: RM	1480	1144	948	129	42	1309	1453	1249	1459	1112	1451	-	742	1453	152	163	1119	194
	93%	95%	95%	94%	96%	95%	93%	93%	93%	91%	93%	-%	91%	93%	81%	83%	94%	96%
NET: Provider other than RM	109	59	46	8	2	68	108	88	108	103	109	-	75	109	33	32	69	8
	7%	5%	5%	6%	4%	5%	7%	7%	7%	8%	7%	-%	9%	7%	18%	16%	6%	4%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Royal Mail	1480	100	72	1299	931	549	1337	143	1156	67	265	1215	37	139
	93%	69%	83% a	96% ab	93%	94%	92%	99% a	95% b	86%	92%	95% a	70%	62%
Parcelforce	12	2	4	6	11	1	12	-	5	*	4	3	1	11
	1%	1%	5% c	*%	1%	*%	1%	-%	*%	1%	1%	*%	2%	5%
APC	10	7	-	3	5	5	10	-	5	3	5	4	2	5
	1%	5% bc	-%	*%	1%	1%	1%	-%	*%	4% a	2% b	*%	4%	2%
UK Mail	10	6	-	4	7	3	10	-	3	-	4	3	-	10
	1%	4% bc	-%	*%	1%	*%	1%	-%	*%	-%	1% b	*%	-%	4%
UPS	9	3	2	3	4	5	9	-	6	3	4	5	4	5
	1%	2% c	3% c	*%	*%	1%	1%	-%	*%	4% a	1%	*%	8% b	2%
TNT	7	2	1	5	7	*	7	-	3	-	-	7	2	5
	*%	1%	1%	*%	1%	*%	*%	-%	*%	-%	-%	1%	4%	2%
FedEx	7	3	3	*	4	2	7	-	5	-	*	6	2	5
	*%	2% c	4% c	*%	*%	*%	*%	-%	*%	-%	*%	*%	3%	2%
Hermes	5	-	1	4	*	5	5	-	3	*	*	3	-	5
	*%	-%	1%	*%	*%	1% a	*%	-%	*%	1%	*%	*%	-%	2%
Pitney Bowes	4	*	*	4	4	1	4	-	3	-	-	3	-	4
	*%	*%	1%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	2%
Interlink / Interlink Express / Direct	4	3	-	1	2	2	4	-	4	-	-	4	*	3
	*%	2% c	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	*%	2%
Yodel	3	3	*	*	2	2	3	-	*	2	2	*	*	3
	*%	2% c	*%	*%	*%	*%	*%	-%	*%	2% a	1% b	*%	*%	1%
DPD	3	2	-	1	3	-	3	-	*	-	-	*	2	1
	*%	1% c	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	3%	1%
DHL	3	*	-	-	*	2	3	-	3	-	-	3	-	3
	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%	-%	*%	-%	1%
City Link Post	2	2	*	*	2	*	2	-	2	-	-	2	1	1
	*%	1% c	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	2%	*%
Parcels to go	2	2	-	-	2	*	2	-	*	-	-	*	*	2
	*%	1% c	-%	-%	*%	*%	*%	-%	*%	-%	-%	*%	1%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
DX	2	*	-	2	2	-	2	*	1	*	*	2	-	2
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT Express	2	-	-	2	2	-	2	-	2	-	-	2	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
TNT Post UK	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	%	1%	%	%	%	%	%	%	%	%	%	%	2%	%
		c											b	
Neo Post	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Fastway Couriers	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	%	%	1%	%	%	%	%	%	%	%	%	%	%	%
			c											
Priority Express	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Local Courier	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	%	%	%	%	%	%	%	%	%	%	%	%	%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Interparcel	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	2	2	-	-	-	-	-	-	2
	1%	1%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%	-%	1%
Other answers	23	8	2	13	15	8	21	1	11	2	5	11	-	19
	1%	5%	2%	1%	2%	1%	1%	1%	1%	3%	2%	1%	-%	9%
NET: RM	1480	100	72	1299	931	549	1337	143	1156	67	265	1215	37	139
	93%	69%	83%	96%	93%	94%	92%	99%	95%	86%	92%	95%	70%	62%
			a	ab				a	b			a		
NET: Provider other than RM	109	44	14	48	73	36	107	2	58	11	24	60	16	85
	7%	30%	17%	4%	7%	6%	7%	1%	5%	14%	8%	5%	30%	38%
		bc	c				b		a		b			

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 22 (continuation)

Page 308

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

Parcelforce

APC

UK Mail

UPS

TNT

FedEx

Hermes

Pitney Bowes

Interlink / Interlink
Express / Direct

Yodel

DPD

DHL

City Link Post

Parcels to go

DX

TNT Express

TNT Post UK

Neo Post

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1480	152	3	358	373	372	377
93%	62%	48%	93%	93%	93%	94%
12	11	-	4	-	8	-
1%	5%	-%	1%	-%	2%	-%
			bd		bd	
10	7	-	*	-	5	5
1%	3%	-%	%	-%	1%	1%
					ab	ab
10	10	-	5	3	2	-
1%	4%	-%	1%	1%	%	-%
			d			
9	6	2	1	3	*	5
1%	3%	34%	%	1%	%	1%
7	7	-	1	4	2	*
%	3%	-%	%	1%	%	%
7	5	-	*	4	1	2
%	2%	-%	%	1%	%	%
5	5	-	1	1	3	-
%	2%	-%	%	%	1%	-%
4	4	-	1	-	3	*
%	2%	-%	%	-%	1%	%
4	3	-	1	1	1	*
%	1%	-%	%	%	%	%
3	3	-	-	1	2	*
%	1%	-%	-%	%	%	%
3	2	-	-	2	*	*
%	1%	-%	-%	%	%	%
3	3	-	-	-	-	3
%	1%	-%	-%	-%	-%	1%
2	1	1	2	-	1	-
%	%	18%	%	-%	%	-%
2	2	-	*	2	-	-
%	1%	-%	%	%	-%	-%
2	1	-	-	-	1	1
%	%	-%	-%	-%	%	%
2	-	-	-	-	-	2
%	-%	-%	-%	-%	-%	%
1	-	-	1	-	-	-
%	-%	-%	%	-%	-%	-%
*	*	-	-	-	-	*
%	%	-%	-%	-%	-%	%

Ofcom; Business Postal Tracker

Table 22 (continuation)

Page 309

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Fastway Couriers

Priority Express

MHI (Mail Handling
International)

Local Courier

Eagle Couriers

Lynx

First Post

One Post

Wey Group International

ENC

Fast Track

Tuffnells

Euro

UK / British Mail

Freight - Better / Night

Global Mailing

Haynes

Business Post

Legal Post

AJG Parcels

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Fastway Couriers	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%
Priority Express	*	-	-	-	-	*
	*%	-%	-%	-%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Local Courier	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

QV5a. Which would you say is your organisation's main mail service provider in terms of the volume of items mailed?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Parcel Live

Coopers Carriers

DHS

Collect Plus

Interparcel

Securicor

None

Don't know

Other answers

NET: RM

NET: Provider other than

RM

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
2	2	-	-	2	-	-
*%	1%	-%	-%	*%	-%	-%
23	19	-	10	7	*	6
1%	8%	-%	3%	2%	*%	1%
			c	c		c
1480	152	3	358	373	372	377
93%	62%	48%	93%	93%	93%	94%
109	92	4	29	27	28	26
7%	38%	52%	7%	7%	7%	6%

Ofcom; Business Postal Tracker

Table 23

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QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Royal Mail	1437	73	137	151	84	115	249	207	114	98	78	65	66	1229
	90%	83%	88%	94% ah	96% abh	92% h	89%	91%	83%	93% ah	96% abfhm	91% h	93% ah	90% h
APC	15	-	2	*	-	-	5	5	2	*	*	1	-	14
	1%	-%	1%	%	-%	-%	2% l	2% l	1%	%	%	1%	-%	1%
Parcelforce	13	3	3	3	-	1	-	-	2	1	*	-	*	13
	1%	3% fk	2%	2%	-%	1%	-%	-%	1%	1%	1%	-%	1%	1%
Hermes	12	-	3	-	-	1	3	-	4	-	-	1	-	11
	1%	-%	2% j	-%	-%	1%	1%	-%	3% jlm	-%	-%	1%	-%	1%
UPS	12	-	1	*	1	1	2	3	2	-	-	1	-	11
	1%	-%	1%	%	1%	1%	1%	1%	1%	-%	-%	1%	-%	1%
UK Mail	11	-	-	-	-	1	5	2	2	-	-	-	-	11
	1%	-%	-%	-%	-%	1%	2% jl	1%	1%	-%	-%	-%	-%	1%
TNT	11	3	*	-	-	*	3	1	2	-	1	1	*	9
	1%	4% blm	%	-%	-%	%	1%	%	1%	-%	2%	1%	%	1%
FedEx	10	2	2	-	1	1	-	3	-	-	*	*	*	9
	1%	2%	1%	-%	2%	1%	-%	1%	-%	-%	1%	%	%	1%
DHL	7	-	*	-	-	*	5	-	2	-	*	-	-	7
	%	-%	%	-%	-%	%	2%	-%	1%	-%	%	-%	-%	1%
Interlink / Interlink Express / Direct	6	2	-	-	*	1	*	*	1	*	-	1	-	5
	%	2% jlm	-%	-%	%	1%	%	%	1%	%	-%	1%	-%	%
DPD	5	-	-	-	-	-	-	3	2	-	-	*	1	4
	%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	1%	%
Parcels to go	4	-	-	-	-	-	2	-	2	-	-	*	-	4
	%	-%	-%	-%	-%	-%	1%	-%	1%	-%	-%	1%	-%	%
Pitney Bowes	4	-	-	*	-	*	-	3	-	-	-	*	*	4
	%	-%	-%	%	-%	%	-%	1%	-%	-%	-%	1%	1%	%
Yodel	3	-	-	-	*	*	-	-	2	1	-	-	-	3
	%	-%	-%	-%	%	%	-%	-%	1%	1%	-%	-%	-%	%
DX	3	-	2	*	*	-	-	-	-	-	-	-	1	2
	%	-%	1% m	%	%	-%	-%	-%	-%	-%	-%	-%	2% jm	%
TNT Express	3	2	-	-	-	-	-	-	1	-	-	-	-	3
	%	2% jm	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	%
City Link Post	2	-	-	-	-	1	-	-	-	-	-	*	*	1
	%	-%	-%	-%	-%	1% m	-%	-%	-%	-%	-%	1%	1%	%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 23 (continuation)

Page 312

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
TNT Post UK	1 *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 *%
Fastway Couriers	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%
													m	
Neo Post	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	- -%
											m			
Local Courier	* *%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Interparcel	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Priority Express	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Eagle Couriers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Lynx	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
One Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Wey Group International	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ENC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fast Track	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tuffnells	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Euro	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
UK / British Mail	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Freight - Better / Night	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Global Mailing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 23 (continuation)

Page 313

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	27	3	3	5	*	-	5	2	2	4	1	1	1	25
	2%	4%	2%	3%	-%	-%	2%	1%	1%	4%	1%	1%	1%	2%
		ej		e						ej				
NET: RM	1437	73	137	151	84	115	249	207	114	98	78	65	66	1229
	90%	83%	88%	94%	96%	92%	89%	91%	83%	93%	96%	91%	93%	90%
				ah	abh	h				ah	abhfm	h	ah	h
NET: Provider other than RM	152	15	17	9	4	10	31	21	24	7	3	6	5	138
	10%	17%	11%	6%	4%	8%	11%	9%	17%	7%	4%	9%	7%	10%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m		cdijl	j				j		cdeijklm					j

Ofcom; Business Postal Tracker

Table 23 (continuation)

Page 314

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Royal Mail	1437	118	96	19	133	321	82	632	1383	34	12	8	54	750	687
	90%	96%	68%	88%	94%	86%	99%	95%	91%	83%	84%	94%	85%	91%	89%
		be			be	b	be	be	bce						
APC	15	2	*	-	-	5	-	5	14	1	-	-	1	5	9
	1%	1%	*%	-%	-%	1%	-%	1%	1%	1%	-%	-%	1%	1%	1%
Parcelforce	13	-	4	-	-	5	-	3	13	-	-	-	-	8	6
	1%	-%	3%	-%	-%	1%	-%	*%	1%	-%	-%	-%	-%	1%	1%
			dg												
Hermes	12	-	3	-	-	5	-	4	12	-	-	-	-	7	5
	1%	-%	2%	-%	-%	1%	-%	1%	1%	-%	-%	-%	-%	1%	1%
UPS	12	-	4	-	-	6	-	1	11	*	*	*	1	5	7
	1%	-%	3%	-%	-%	2%	-%	*%	1%	*%	1%	2%	1%	1%	1%
			dg			g									
UK Mail	11	-	4	2	-	5	-	-	10	-	*	-	*	4	7
	1%	-%	3%	7%	-%	1%	-%	-%	1%	-%	2%	-%	1%	1%	1%
			g			g					b				
TNT	11	-	4	*	-	1	-	4	9	1	*	*	1	7	4
	1%	-%	3%	2%	-%	*%	-%	1%	1%	2%	3%	4%	2%	1%	*%
			eg								a	a	a		
FedEx	10	-	1	-	-	7	-	3	9	1	*	-	1	6	4
	1%	-%	*%	-%	-%	2%	-%	*%	1%	2%	3%	-%	2%	1%	1%
						g				a	a		a		
DHL	7	-	3	-	-	2	-	2	6	1	*	-	1	2	5
	*%	-%	2%	-%	-%	1%	-%	*%	*%	2%	1%	-%	1%	*%	1%
			g							a					
Interlink / Interlink Express / Direct	6	1	2	-	-	2	-	*	5	1	*	-	1	3	3
	*%	1%	2%	-%	-%	1%	-%	*%	*%	2%	3%	-%	2%	*%	*%
		g	g							a	a		a		
DPD	5	2	*	-	-	1	-	3	5	*	-	-	*	3	3
	*%	1%	*%	-%	-%	*%	-%	*%	*%	1%	-%	-%	*%	*%	*%
Parcels to go	4	-	2	-	2	-	-	*	4	-	-	-	-	2	3
	*%	-%	1%	-%	2%	-%	-%	*%	*%	-%	-%	-%	-%	*%	*%
			eg		eg										
Pitney Bowes	4	-	-	-	4	-	*	-	4	1	-	-	1	1	4
	*%	-%	-%	-%	3%	-%	*%	-%	*%	1%	-%	-%	1%	*%	1%
					beg					a					
Yodel	3	-	2	-	-	2	-	-	3	*	-	-	*	*	3
	*%	-%	1%	-%	-%	*%	-%	-%	*%	1%	-%	-%	1%	*%	*%
			g												
DX	3	-	-	-	-	2	*	1	3	*	-	-	*	2	2
	*%	-%	-%	-%	-%	*%	*%	*%	*%	1%	-%	-%	1%	*%	*%
TNT Express	3	-	-	-	1	2	-	-	3	-	-	-	-	1	2
	*%	-%	-%	-%	1%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%
					g										

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 23 (continuation)

Page 315

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
City Link Post	2	-	*	*	-	-	-	-	2	-	-	-	-	1	1
	*%	-%	*%	2%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	*%
TNT Post UK	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-
	*%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
			g												
Fastway Couriers	1	-	*	-	-	-	-	*	*	*	-	-	*	*	*
	*%	-%	*%	-%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%
Neo Post	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Local Courier	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%
Interparcel	*	-	-	-	-	-	*	-	-	-	*	-	*	*	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	1%	-%	*%	*%	-%
											a				
Priority Express	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	*%	-%	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 23 (continuation)

Page 316

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	2%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	2%	-%
Other answers	27	-	14	*	-	6	*	6	26	1	*	-	1	15	13
	2%	-%	10%	1%	-%	2%	2%	1%	2%	3%	2%	-%	2%	2%	2%
			adefg												
NET: RM	1437	118	96	19	133	321	82	632	1383	34	12	8	54	750	687
	90%	96%	68%	88%	94%	86%	99%	95%	91%	83%	84%	94%	85%	91%	89%
		be			be	b	be	be	bce		a		a		
NET: Provider other than RM	152	4	45	3	8	51	1	33	143	7	2	1	10	71	81
	10%	4%	32%	12%	6%	14%	1%	5%	9%	17%	16%	6%	15%	9%	11%
			adefg			adfg				a	a		a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 23 (continuation)

Page 317

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Royal Mail	1437	689	68	61	12	1205	232	500	706	232	854	233	150	105	56	21	3
	90%	91%	93%	86%	80%	94%	75%	98%	91%	75%	91%	90%	95%	85%	91%	93%	100%
		d	d			b		bc	c		d		bd				
APC	15	3	-	1	-	2	13	-	2	13	9	5	*	-	-	-	-
	1%	1%	1%	1%	1%	1%	4%	1%	1%	4%	1%	2%	1%	1%	1%	1%	1%
							a			ab							
Parcelforce	13	4	-	1	-	4	10	-	4	10	5	3	1	-	-	-	-
	1%	1%	1%	2%	1%	1%	3%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%
							a			ab							
Hermes	12	9	-	-	-	7	5	1	6	5	5	2	-	2	-	-	-
	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	2%	1%	1%	1%
							a			a							
UPS	12	2	2	-	-	3	9	-	3	9	3	2	3	1	4	-	-
	1%	1%	3%	1%	1%	1%	3%	1%	1%	3%	1%	1%	2%	1%	6%	1%	1%
			a				a			ab			a		abcd		
UK Mail	11	9	2	-	*	2	8	-	2	8	5	3	-	3	-	-	-
	1%	1%	2%	1%	2%	1%	3%	1%	1%	3%	1%	1%	1%	2%	1%	1%	1%
							a			ab				ac			
TNT	11	6	1	*	*	7	3	*	7	3	8	1	1	*	1	-	-
	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
										a							
FedEx	10	5	*	*	*	2	8	-	2	8	4	1	*	4	*	1	-
	1%	1%	1%	1%	1%	1%	3%	1%	1%	3%	1%	1%	1%	3%	1%	2%	1%
							a			ab				abc			
DHL	7	-	-	3	*	5	3	2	3	3	3	2	*	2	-	-	-
	1%	1%	1%	4%	2%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
				a	a									a			
Interlink / Interlink Express / Direct	6	1	*	2	*	3	3	-	3	3	3	1	*	*	-	*	-
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
				a						a							
DPD	5	5	*	-	-	3	2	3	1	2	3	*	-	*	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Parcels to go	4	3	-	-	-	4	-	-	4	-	2	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Pitney Bowes	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%
														abc	a		
Yodel	3	2	-	-	2	3	*	-	3	*	3	*	-	*	-	-	-
	1%	1%	1%	1%	11%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
					abc												
DX	3	-	-	-	-	2	1	-	2	1	2	-	*	1	-	*	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
																ab	
TNT Express	3	-	-	-	-	3	-	-	3	-	2	-	-	1	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 23 (continuation)

Page 318

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
City Link Post	2	1	-	-	-	*	2	*	-	2	1	-	1	-	-	-	-
	%	%	-%	-%	-%	%	1%	%	-%	1%	%	-%	1%	-%	-%	-%	-%
							a			b							
TNT Post UK	1	1	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	%	%	-%	-%	-%	-%	%	-%	-%	%	%	-%	-%	-%	-%	-%	-%
							a										
Fastway Couriers	1	-	-	1	-	-	1	-	-	1	-	*	*	-	-	-	-
	%	-%	-%	1%	-%	-%	%	-%	-%	%	-%	%	%	-%	-%	-%	-%
				a													
Neo Post	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-	-	-
	%	-%	-%	-%	-%	%	-%	-%	%	-%	-%	-%	-%	%	-%	-%	-%
Local Courier	*	-	-	-	*	-	*	-	*	*	-	-	-	-	-	-	-
	%	-%	-%	-%	1%	-%	%	-%	-%	%	-%	-%	-%	%	-%	-%	-%
					a												
Interparcel	*	-	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	%	-%	-%	-%	-%	-%	%	-%	-%	%	-%	%	-%	-%	-%	-%	-%
Priority Express	*	-	-	-	-	-	*	-	*	*	*	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	%	-%	-%	%	%	-%	-%	-%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 23 (continuation)

Page 319

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	2	-	-	2	-	-	-	-	-	-	-	-
	%	%	-%	-%	-%	%	-%	-%	%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	27	16	*	3	-	20	8	3	17	8	20	6	*	*	*	*	-
	2%	2%	%	4%	-%	2%	3%	1%	2%	3%	2%	2%	%	%	1%	%	-%
								a	a	a							
NET: RM	1437	689	68	61	12	1205	232	500	706	232	854	233	150	105	56	21	3
	90%	91%	93%	86%	80%	94%	75%	98%	91%	75%	91%	90%	95%	85%	91%	93%	100%
		d	d			b		bc	c		d		bd				
NET: Provider other than RM	152	69	5	10	3	75	77	9	66	77	81	27	7	19	5	2	-
	10%	9%	7%	14%	20%	6%	25%	2%	9%	25%	9%	10%	5%	15%	9%	7%	-%
				ab		a	a	a	a	ab	c	c	ac				

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Royal Mail	1437	510	44	30	17	10	1433	4	1437	-	1280	158	-
	90%	86%	76%	60%	57%	40%	97%	4%	100%	-%	100%	55%	-%
		bcde	de				b		b		b		
APC	15	4	5	5	*	*	5	10	-	15	-	13	2
	1%	1%	9%	10%	*%	1%	*%	9%	-%	10%	-%	5%	7%
			a	a				a		a		a	
Parcelforce	13	3	1	1	4	4	2	11	-	13	-	9	4
	1%	1%	1%	2%	12%	17%	*%	10%	-%	9%	-%	3%	17%
				ab	abc			a		a		a	
Hermes	12	9	1	*	2	-	7	5	-	12	-	10	2
	1%	1%	2%	1%	5%	-%	*%	5%	-%	8%	-%	4%	7%
					a			a		a		a	
UPS	12	3	*	4	1	3	3	9	-	12	-	12	*
	1%	1%	1%	8%	4%	11%	*%	8%	-%	8%	-%	4%	1%
				ab	a	ab		a		a		a	
UK Mail	11	7	-	*	1	-	2	8	-	11	-	8	2
	1%	1%	-%	1%	4%	-%	*%	8%	-%	7%	-%	3%	10%
								a		a		a	
TNT	11	9	1	*	-	-	3	7	-	11	-	10	*
	1%	2%	2%	1%	-%	-%	*%	7%	-%	7%	-%	4%	2%
								a		a		a	
FedEx	10	*	2	*	4	4	4	7	-	10	-	10	*
	1%	*%	3%	*%	14%	15%	*%	6%	-%	7%	-%	3%	2%
			a		abc	abc		a		a		a	
DHL	7	5	-	*	-	2	5	3	-	7	-	7	-
	*%	1%	-%	*%	-%	10%	*%	2%	-%	5%	-%	3%	-%
					abc			a		a		a	
Interlink / Interlink Express / Direct	6	3	-	2	-	1	2	4	-	6	-	6	-
	*%	1%	-%	4%	-%	2%	*%	3%	-%	4%	-%	2%	-%
				a				a		a		a	
DPD	5	3	*	2	-	-	3	2	-	5	-	3	2
	*%	1%	1%	3%	-%	-%	*%	2%	-%	3%	-%	1%	9%
				a				a		a		a	
Parcels to go	4	4	-	-	-	-	2	2	-	4	-	3	2
	*%	1%	-%	-%	-%	-%	*%	2%	-%	3%	-%	1%	6%
								a		a		a	
Pitney Bowes	4	1	-	-	-	-	-	4	-	4	-	3	1
	*%	*%	-%	-%	-%	-%	-%	4%	-%	3%	-%	1%	6%
								a		a		a	
Yodel	3	3	*	-	*	-	-	3	-	3	-	2	1
	*%	1%	*%	-%	1%	-%	-%	3%	-%	2%	-%	1%	6%
								a		a		a	
DX	3	2	*	*	*	-	3	1	-	3	-	3	-
	*%	*%	1%	*%	1%	-%	*%	1%	-%	2%	-%	1%	-%
										a		a	
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 23 (continuation)

Page 321

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
TNT Express	3	1	-	2	-	-	1	2	-	3	-	3	-
	%	%	-%	3%	-%	-%	%	2%	-%	2%	-%	1%	-%
				a				a		a		a	
City Link Post	2	*	*	-	-	1	-	2	-	2	-	2	-
	%	%	1%	-%	-%	5%	-%	2%	-%	1%	-%	1%	-%
						a		a		a		a	
TNT Post UK	1	1	-	-	-	-	-	1	-	1	-	1	-
	%	%	-%	-%	-%	-%	-%	1%	-%	1%	-%	%	-%
								a		a		a	
Fastway Couriers	1	-	-	1	-	-	*	*	-	1	-	*	*
	%	-%	-%	1%	-%	-%	%	%	-%	%	-%	%	2%
				a				a		a			
Neo Post	*	-	-	-	-	-	-	*	-	*	-	-	*
	%	-%	-%	-%	-%	-%	-%	%	-%	%	-%	-%	2%
								a		a			
Local Courier	*	*	-	-	-	-	*	-	-	*	-	*	-
	%	%	-%	-%	-%	-%	%	-%	-%	%	-%	%	-%
Interparcel	*	*	-	-	-	-	*	-	-	*	-	*	-
	%	%	-%	-%	-%	-%	%	-%	-%	%	-%	%	-%
Priority Express	*	-	-	-	*	-	-	*	-	*	-	*	-
	%	-%	-%	-%	%	-%	-%	%	-%	%	-%	%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 23 (continuation)

Page 322

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	2	-	-	-	-	-	-	-	-	-	-	-
*/%	*/%	*/%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	27	18	2	3	*	-	5	22	-	27	-	21	6
2%	2%	3%	4%	6%	1%	-%	*/%	21% a	-%	18% a	-%	7% a	25% a
NET: RM	1437	510	44	30	17	10	1433	4	1437	-	1280	158	-
90%	90%	86% bcde	76% de	60%	57%	40%	97% b	4% a	100% b	-%	100% b	55%	-%
NET: Provider other than RM	152	78	14	21	13	15	47	105	-	152	-	127	25
10%	10%	13%	24% a	40% a	43% ab	60% ab	3%	96% a	-%	100% a	-%	45% a	100%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 23 (continuation)

Page 323

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Royal Mail	1437	789	230	401	1369	827	1388	502	422	195	976	291	10	308	386	1381	91
	90%	92%	88%	88%	92%	90%	91%	79%	92%	68%	90%	70%	94%	95%	81%	91%	79%
		c			df	df	df	f	df		df			a		ac	
APC	15	2	6	6	14	6	15	15	6	10	11	15	-	-	8	15	-
	1%	0%	2%	1%	1%	1%	1%	2%	1%	4%	1%	3%	0%	0%	2%	1%	0%
			a	a				abce		abce		c					
Parcelforce	13	4	3	6	7	5	7	12	3	8	6	13	-	-	10	7	3
	1%	0%	1%	1%	1%	0%	0%	2%	1%	3%	1%	3%	0%	0%	2%	0%	3%
							abce			abce		c			b		b
Hermes	12	5	2	5	9	9	9	12	2	6	3	8	-	4	7	12	4
	1%	1%	1%	1%	1%	1%	1%	2%	0%	2%	0%	2%	0%	1%	1%	1%	3%
						g	ace			ace				1%			b
UPS	12	5	3	5	10	8	10	11	1	8	10	9	-	3	7	10	3
	1%	1%	1%	1%	1%	1%	1%	2%	0%	3%	1%	2%	0%	1%	1%	1%	2%
							ace			abce							b
UK Mail	11	7	2	1	7	*	7	8	7	6	9	8	-	-	1	7	-
	1%	1%	1%	0%	0%	0%	0%	1%	1%	2%	1%	2%	0%	0%	0%	0%	0%
							abc	abc	abc	abce	b	c					
TNT	11	7	1	3	9	6	9	8	4	7	8	10	*	*	8	11	3
	1%	1%	0%	1%	1%	1%	1%	1%	1%	2%	1%	2%	4%	0%	2%	1%	2%
										abce		c					b
FedEx	10	1	*	9	5	8	9	10	1	9	7	10	-	*	10	7	3
	1%	0%	0%	2%	0%	1%	1%	2%	0%	3%	1%	10	0%	0%	2%	0%	3%
				ab			ace			abce		c			b		b
DHL	7	2	5	-	7	7	7	7	3	*	5	4	-	3	3	7	-
	0%	0%	2%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%
			ac														
Interlink / Interlink Express / Direct	6	2	2	2	6	5	6	6	2	3	4	6	*	-	4	6	*
	0%	0%	1%	0%	0%	1%	0%	1%	1%	1%	0%	1%	1%	0%	1%	0%	0%
												c					
DPD	5	3	*	2	1	3	4	5	1	5	3	5	-	-	2	4	1
	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%	0%	1%	0%	0%	0%	0%	1%
							a			abce		c					
Parcels to go	4	-	2	2	4	4	4	4	-	2	2	2	-	2	4	3	2
	0%	0%	1%	0%	0%	0%	0%	1%	0%	1%	0%	0%	0%	1%	1%	0%	2%
			a												b		b
Pitney Bowes	4	3	*	1	4	4	4	*	1	*	1	*	-	*	*	4	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Yodel	3	3	*	-	2	2	2	2	2	*	2	3	-	-	*	2	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%
DX	3	2	*	1	3	3	3	3	*	-	2	1	-	2	2	3	*
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Unweighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Weighted total																	
TNT Express	3	3	-	-	3	1	3	3	-	3	3	3	-	-	3	3	-
	*%	*%	-%	-%	*%	*%	*%	*%	-%	1%	*%	1%	-%	-%	1%	*%	-%
City Link Post	2	1	-	1	2	2	2	2	*	2	2	2	-	*	2	2	-
	*%	*%	-%	*%	*%	*%	*%	*%	*%	1%	*%	*%	-%	*%	*%	*%	-%
TNT Post UK	1	1	-	-	1	-	1	1	-	-	1	1	-	-	1	1	-
	*%	*%	-%	-%	*%	-%	*%	*%	-%	-%	*%	*%	-%	-%	*%	*%	-%
Fastway Couriers	1	*	*	-	1	1	1	1	*	1	*	1	-	-	*	1	1
	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	1%
																	b
Neo Post	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	*%	*%	-%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	-%	*%	-%
Local Courier	*	*	-	-	*	-	*	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Interparcel	*	-	*	-	*	*	*	*	*	-	*	-	-	*	-	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Priority Express	*	-	-	*	*	*	*	*	-	-	-	*	-	-	*	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 23 (continuation)

Page 325

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Significance Level: 95%	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Unweighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Weighted total																	
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	2	-	-	-	-	-	2	-	2	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%
Other answers	27	17	3	8	25	17	26	22	5	18	22	21	*	2	17	25	5
	2%	2%	1%	2%	2%	2%	2%	3%	1%	6%	2%	5%	1%	1%	4%	2%	4%
							abce			abcdeg		c			b		b
NET: RM	1437	789	230	401	1369	827	1388	502	422	195	976	291	10	308	386	1381	91
	90%	92%	88%	88%	92%	90%	91%	79%	92%	68%	90%	70%	94%	95%	81%	91%	79%
		c			df	df	df	f	df		df			a		ac	
NET: Provider other than RM	152	70	30	52	122	91	129	132	38	89	103	123	1	18	90	130	24
	10%	8%	12%	11%	8%	10%	9%	21%	8%	31%	10%	30%	6%	5%	19%	9%	21%
							abcdeg			abcdeg		c			b		b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 23 (continuation)

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QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Royal Mail	1437	1114	921	117	41	1278	1410	1210	1416	1071	1409	-	714	1410	141	151	1096	186
	90%	93%	93%	86%	93%	93% a	90%	90%	90%	88%	90%	-%	87% c	90% ac	76%	77%	92% a	92% a
APC	15	5	11	3	-	10	15	12	15	15	15	-	7	15	3	8	6	*
	1%	%	1%	2% c	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	4%	1%	%
Parcelforce	13	5	7	-	-	9	13	12	13	12	13	-	8	13	2	7	3	3
	1%	%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	4%	%	2% b
Hermes	12	7	7	6	-	4	12	9	12	9	10	-	8	12	5	3	7	2
	1%	1%	1%	4% c	-%	%	1%	1%	1%	1%	1%	-%	1%	1%	3% ab	1%	1%	1%
UPS	12	8	6	-	-	12	12	12	12	12	12	-	8	12	4	2	10	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2% b	1%	1%	-%
UK Mail	11	4	4	2	-	6	11	7	11	11	11	-	8	11	2	-	11	-
	1%	%	%	1% c	-%	%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	-%
TNT	11	8	6	1	2	8	11	9	11	10	11	-	8	11	1	4	6	1
	1%	1%	1%	% c	4% c	1%	1%	1%	1%	1%	1%	-%	1%	1%	% ab	2% b	%	%
FedEx	10	5	7	3	1	7	10	8	10	9	10	-	6	10	5	9	1	1
	1%	%	1%	2% c	3% c	1%	1%	1%	1%	1%	1%	-%	1%	1%	2% ab	5% bc	%	%
DHL	7	7	3	*	-	7	7	7	7	7	7	-	4	7	3	3	5	-
	%	1%	%	% c	-%	1%	%	1%	%	1%	%	-%	1%	%	1%	1%	%	-%
Interlink / Interlink Express / Direct	6	5	2	*	-	6	6	5	6	6	6	-	5	6	2	3	3	-
	%	%	%	% c	-%	%	%	%	%	%	%	-%	1%	%	1%	2% b	%	-%
DPD	5	3	*	-	-	3	5	2	5	5	5	-	5	5	3	*	5	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	1%	%	1% b	%	%	-%
Parcels to go	4	3	2	-	-	3	3	3	3	4	4	-	*	4	*	-	2	2
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	%	-%	%	1% b
Pitney Bowes	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
	%	%	-%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	%	%	-%
Yodel	3	2	*	-	-	*	3	2	3	3	3	-	1	3	1	1	*	2
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	1%	1% b	%	1% b
DX	3	1	3	-	-	3	3	3	3	3	3	-	2	3	*	-	3	*
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	%	-%	%	%
TNT Express	3	3	1	-	-	3	3	3	3	3	3	-	2	3	2	-	3	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	1%	-%	%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 23 (continuation)

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QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
City Link Post	2	2	2	-	-	2	2	2	2	2	2	-	2	2	*	-	2	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	%	-%	%	-%
TNT Post UK	1	-	1	-	-	1	1	-	1	1	1	-	1	1	-	-	1	-
	%	-%	%	-%	-%	%	%	-%	%	%	%	-%	%	%	-%	-%	%	-%
Fastway Couriers	1	*	*	-	-	*	1	1	1	1	1	-	*	1	1	*	-	*
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	%	%	-%	%
Neo Post	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	%	-%	-%	-%	-%	-%	%	%	%	%	%	-%	%	%	-%	%	-%	-%
Local Courier	*	*	-	-	-	*	*	*	*	-	*	-	-	-	-	-	*	-
	%	%	-%	-%	-%	%	%	%	%	-%	%	-%	-%	-%	-%	-%	%	-%
Interparcel	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	%	%	-%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	-%	-%	-%
Priority Express	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	%	%	%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	-%	%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 23 (continuation)

Page 328

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	2	-	-	-	-	-	2	2	2	2	2	-	2	2	2	2	-	-
	*%	-%	-%	-%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	1%	1%	-%	-%
															b	b		
Other answers	27	18	10	5	*	12	27	25	27	26	27	-	22	27	10	2	20	6
	2%	1%	1%	4%	*%	1%	2%	2%	2%	2%	2%	-%	3%	2%	5%	1%	2%	3%
				c											ab			
NET: RM	1437	1114	921	117	41	1278	1410	1210	1416	1071	1409	-	714	1410	141	151	1096	186
	90%	93%	93%	86%	93%	93%	90%	90%	90%	88%	90%	-%	87%	90%	76%	77%	92%	92%
						a							c	ac		a	a	a
NET: Provider other than RM	152	89	74	20	3	99	151	127	151	144	150	-	103	152	44	44	91	16
	10%	7%	7%	14%	7%	7%	10%	9%	10%	12%	10%	-%	13%	10%	23%	23%	8%	8%
				c									b		ab	bc		

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 23 (continuation)

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QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Royal Mail	1437	86	67	1275	898	539	1295	142	1123	65	252	1185	23	116
	90%	59%	77% a	95% ab	89%	92%	90%	99% a	93% b	83%	87%	93% a	43%	52%
APC	15	8	-	7	10	5	15	-	9	3	5	8	3	5
	1%	5%	-%	1%	1%	1%	1%	-%	1%	4% a	2%	1%	5%	2%
Parcelforce	13	2	5	6	12	1	13	-	7	*	4	5	1	12
	1%	1%	6% ac	%	1%	%	1%	-%	1%	1%	1%	%	2%	5%
Hermes	12	3	4	5	5	7	12	-	8	*	2	8	2	10
	1%	2% c	4% c	%	%	1%	1%	-%	1%	1%	1%	1%	3%	5%
UPS	12	3	2	6	5	6	12	-	7	4	6	5	5	7
	1%	2% c	3% c	%	1%	1%	1%	-%	1%	5% a	2%	%	8%	3%
UK Mail	11	7	-	4	8	3	11	-	3	-	3	6	2	8
	1%	5% bc	-%	%	1%	%	1%	-%	%	-%	1%	%	5%	4%
TNT	11	4	1	6	10	1	11	-	6	-	*	10	3	8
	1%	3% c	1%	%	1%	%	1%	-%	1%	-%	%	1%	5%	4%
FedEx	10	5	5	1	6	4	10	-	8	*	2	8	3	7
	1%	3% c	5% c	%	1%	1%	1%	-%	1%	%	1%	1%	6%	3%
DHL	7	2	*	3	5	2	7	-	7	*	*	7	*	7
	%	1% c	%	%	%	%	%	-%	1%	%	%	1%	%	3%
Interlink / Interlink Express / Direct	6	3	-	3	3	3	6	-	4	*	2	4	*	5
	%	2% c	-%	%	%	1%	%	-%	%	%	1%	%	1%	2%
DPD	5	2	-	3	5	-	5	-	3	-	3	*	4	1
	%	1% c	-%	%	1%	-%	%	-%	%	-%	1%	%	8%	%
Parcels to go	4	4	-	-	4	*	4	-	3	-	-	3	*	4
	%	3% c	-%	-%	%	%	%	-%	%	-%	-%	%	1%	2%
Pitney Bowes	4	*	*	4	4	1	4	-	3	-	-	3	-	4
	%	%	1%	%	%	%	%	-%	%	-%	-%	%	-%	2%
Yodel	3	3	*	*	2	2	3	-	*	2	2	*	*	3
	%	2% c	%	%	%	%	%	-%	%	2% a	1% b	%	%	1%
DX	3	*	-	3	3	-	3	*	1	*	*	3	-	3
	%	%	-%	%	%	-%	%	%	%	%	%	%	-%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
TNT Express	3	-	-	3	2	1	3	-	3	-	-	3	1	-
	%	-%	-%	%	%	%	%	-%	%	-%	-%	%	2%	-%
City Link Post	2	2	-	*	2	-	2	-	2	-	-	2	1	1
	%	1%	-%	%	%	-%	%	-%	%	-%	-%	%	2%	%
		c												
TNT Post UK	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	%	1%	-%	-%	%	-%	%	-%	%	-%	-%	%	2%	-%
		c											b	
Fastway Couriers	1	*	*	-	1	-	1	-	*	-	*	-	*	*
	%	%	1%	-%	%	-%	%	-%	%	-%	%	-%	%	%
			c											
Neo Post	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	%	-%	-%	%	%	-%	%	-%	-%	-%	-%	-%	-%	%
Local Courier	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	%	-%	-%	%	-%	%	%	-%	%	-%	-%	%	-%	%
Interparcel	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	%	-%	-%	%	-%	%	%	-%	%	-%	-%	%	-%	%
Priority Express	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	%	-%	-%	%	%	-%	%	-%	%	-%	-%	%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Legal Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Collect Plus	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
None	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	2	2	-	-	-	2	2	-	-	-	-	-	-	2
	1%	1%	-	-	-	1%	1%	-	-	-	-	-	-	1%
Other answers	27	8	2	18	20	8	26	2	13	2	8	13	3	19
	2%	6%	2%	1%	2%	1%	2%	1%	1%	3%	3%	1%	5%	9%
NET: RM	1437	86	67	1275	898	539	1295	142	1123	65	252	1185	23	116
	90%	59%	77%	95%	89%	92%	90%	99%	93%	83%	87%	93%	43%	52%
NET: Provider other than RM	152	58	19	72	106	46	150	2	90	13	37	90	30	108
	10%	40%	23%	5%	11%	8%	10%	1%	7%	17%	13%	7%	57%	48%
		bc	c				b			a	b			

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 23 (continuation)

Page 332

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Royal Mail

APC

Parcelforce

Hermes

UPS

UK Mail

TNT

FedEx

DHL

Interlink / Interlink
Express / Direct

DPD

Parcels to go

Pitney Bowes

Yodel

DX

TNT Express

City Link Post

TNT Post UK

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Royal Mail	1437	120	348	361	368	361
90%	49%	48%	90%	90%	92%	89%
APC	15	8	*	*	5	9
1%	3%	-%	1%	1%	1%	2%
					a	ab
Parcelforce	13	13	4	*	8	2
1%	5%	-%	1%	1%	2%	1%
					bd	
Hermes	12	9	3	5	5	-
1%	4%	-%	1%	1%	1%	-%
				d	d	
UPS	12	9	3	3	*	6
1%	4%	34%	1%	1%	1%	2%
						c
UK Mail	11	11	7	3	2	-
1%	4%	-%	2%	1%	1%	-%
			d			
TNT	11	10	1	5	2	2
1%	4%	-%	1%	1%	1%	1%
FedEx	10	9	*	6	2	2
1%	4%	-%	1%	1%	1%	1%
				a		
DHL	7	7	-	2	*	5
1%	3%	-%	-%	1%	1%	1%
						ac
Interlink / Interlink Express / Direct	6	5	1	1	2	2
1%	2%	-%	1%	1%	1%	1%
DPD	5	5	*	4	*	-
1%	2%	-%	1%	1%	1%	-%
				d		
Parcels to go	4	4	3	2	-	-
1%	2%	-%	1%	1%	-%	-%
Pitney Bowes	4	4	1	-	3	*
1%	2%	-%	1%	-%	1%	1%
Yodel	3	3	-	1	2	*
1%	1%	-%	-%	1%	1%	1%
DX	3	3	-	-	1	2
1%	1%	-%	-%	-%	1%	1%
TNT Express	3	-	1	-	-	2
1%	-%	-%	1%	-%	-%	1%
City Link Post	2	1	2	-	*	-
1%	1%	18%	1%	-%	1%	-%
TNT Post UK	1	-	1	-	-	-
1%	-%	-%	1%	-%	-%	-%

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Table 23 (continuation)

Page 333

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Fastway Couriers

Neo Post

Local Courier

Interparcel

Priority Express

MHI (Mail Handling
International)

Eagle Couriers

Lynx

First Post

One Post

Wey Group International

ENC

Fast Track

Tuffnells

Euro

UK / British Mail

Freight - Better / Night

Global Mailing

Haynes

Business Post

Columns Tested: a,b - a,b,c,d

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	b	a	b	c	d
Unweighted total	1591	249	5	387	401	400	403
Weighted total	1591	246	7	387	401	400	403
Fastway Couriers	1	1	-	-	-	-	1
	%	%	-%	-%	-%	-%	%
Neo Post	*	*	-	-	-	-	*
	%	%	-%	-%	-%	-%	%
Local Courier	*	*	-	-	-	-	*
	%	%	-%	-%	-%	-%	%
Interparcel	*	*	-	-	-	*	-
	%	%	-%	-%	-%	%	-%
Priority Express	*	-	-	-	-	-	*
	%	-%	-%	-%	-%	-%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

QV5b. Which would you say is your organisation's main mail service provider in terms of the value of your contract with them?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Legal Post

AJG Parcels

Parcel Live

Coopers Carriers

DHS

Collect Plus

Securicor

None

Don't know

Other answers

NET: RM

NET: Provider other than RM

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
2	2	-	-	2	-	-
4%	1%	-%	-%	4%	-%	-%
27	19	-	13	7	*	8
2%	8%	-%	3%	2%	4%	2%
			c	c		c
1437	120	3	348	361	368	361
90%	49%	48%	90%	90%	92%	89%
152	124	4	39	38	32	42
10%	50%	52%	10%	9%	8%	11%

Base: All Respondents who use a mail service provider other than RM

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m
Unweighted total	281	21	31	18	18	20	27	21	24	12	20	33	36	192
Weighted total	279	21	32	31	11	19	55	37	29	13	7	11	12	249
Parcelforce	47 17%	5 22%	5 14%	8 26%	3 25%	1 7%	9 16%	5 13%	3 12%	4 31%	1 18%	1 13%	2 18%	43 17%
UPS	32 12%	3 14%	3 10%	3 8%	1 11%	1 7%	7 13%	8 22%	3 12%	- -%	*	1 13%	*	30 12%
Hermes	31 11%	3 14%	5 15%	- -%	1 12%	4 20%	7 14%	3 7%	6 21%	*	*	1 8%	*	29 12%
DHL	27 10%	- -%	3 9%	7 23%	1 13%	2 8%	5 9%	5 13%	2 5%	- -%	*	*	1 12%	25 10%
TNT	19 7%	3 16%	1 2%	* 1%	* 4%	* 1%	3 5%	5 14%	2 6%	- -%	2 24%	1 14%	1 10%	15 6%
FedEx	15 6%	2 8%	2 6%	5 15%	1 13%	1 7%	- -%	3 8%	- -%	- -%	1 12%	*	*	14 6%
UK Mail	13 5%	2 9%	2 5%	- -%	- -%	1 7%	5 10%	- -%	2 6%	1 10%	- -%	- -%	- -%	13 5%
Interlink / Interlink Express / Direct	9 3%	2 9%	1 4%	- -%	* 2%	1 7%	2 4%	* -%	1 5%	*	-	1 5%	-	9 4%
DX	9 3%	- -%	2 5%	* 1%	* 3%	* 6%	3 5%	* -%	- -%	- -%	-	*	2 15%	7 3%
DPD	8 3%	- -%	- -%	- -%	- -%	- -%	- -%	3 7%	2 5%	1 11%	-	1 8%	1 12%	6 2%
APC	8 3%	- -%	- -%	- -%	- -%	- -%	3 5%	- -%	3 11%	*	1 8%	1 5%	-	7 3%
Parcels to go	6 2%	- -%	- -%	- -%	- -%	1 7%	2 4%	- -%	2 5%	- -%	-	*	-	5 2%
Yodel	5 2%	- -%	- -%	- -%	2 15%	* 1%	- -%	- -%	2 6%	1 11%	*	-	-	5 2%
Pitney Bowes	4 2%	- -%	- -%	* 1%	- -%	* 1%	- -%	3 8%	- -%	- -%	-	*	*	4 1%
City Link Post	4 1%	- -%	1 4%	- -%	- -%	1 7%	* -%	* 1%	* 1%	- -%	-	*	*	3 1%
Local Courier	1 1%	* 1%	- -%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	-	-	-	1 1%
TNT Post UK	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	-	-	-	1 1%
Fastway Couriers	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	-	-	1 8%	- -%
Neo Post	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	*	-	-	- -%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m											6%	-	-	-

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Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	281	21	31	18	18	20	27	21	24	12	20	33	36	192
Weighted total	279	21	32	31	11	19	55	37	29	13	7	11	12	249
Collect Plus	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3% m	-%
Interparcel	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	*%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Legal Post	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%	*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m
Unweighted total	281	21	31	18	20	27	21	24	12	20	33	36	192
Weighted total	279	21	32	31	11	19	55	37	29	13	7	11	249
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	36	2	8	8	*	1	8	2	*	4	1	2	33
	13%	8%	25%	24%	2%	7%	14%	7%	1%	32%	9%	18%	13%

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

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Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	281	a 11	b 65	c 7	d 16	e 88	f 11	g 74	a 189	b 64	c 23	d 5	e 92	a 148	b 133
Weighted total	279	16	58	6	16	92	11	73	263	11	4	1	16	145	134
Parcelforce	47 17%	5 34%	9 16%	- -%	1 4%	18 19%	2 16%	11 15%	46 18% e	1 8%	- -%	* 23%	1 7%	28 20%	19 14%
UPS	32 12%	3 19%	4 8%	- -%	- -%	20 21% bg	2 15%	3 4%	31 12%	1 5%	* 4%	* 21%	1 6%	9 6%	23 17% a
Hermes	31 11%	* 1%	7 12%	2 26%	1 8%	10 11%	2 23%	8 11%	30 12% e	* 5%	- -%	- -%	* 3%	17 12%	14 10%
DHL	27 10%	1 8%	3 5%	- -%	2 10%	6 7%	1 12%	13 18% be	25 10%	1 9%	* 8%	* 35%	2 10%	13 9%	13 10%
TNT	19 7%	3 18%	5 9%	* 7%	* 3%	2 2%	- -%	7 9% e	16 6%	1 12%	1 35%	* 21%	3 19% a	9 6%	10 7%
FedEx	15 6%	- -%	1 2%	- -%	- -%	9 10% b	2 23%	3 4%	14 5%	1 8%	* 11%	- -%	1 9%	12 8%	4 3%
UK Mail	13 5%	- -%	4 6%	2 26%	- -%	4 5%	- -%	3 4%	12 5%	- -%	1 13%	- -%	1 3%	7 5%	6 4%
Interlink / Interlink Express / Direct	9 3%	1 8%	3 6%	- -%	- -%	4 5%	- -%	* %*	8 3%	1 6%	* 10%	- -%	1 7%	4 3%	6 4%
DX	9 3%	- -%	- -%	- -%	- -%	2 2%	1 5%	6 9% be	8 3%	1 7%	- -%	- -%	1 5%	6 4%	2 2%
DPD	8 3%	2 10%	* %*	* 6%	- -%	1 2%	- -%	4 6%	7 3%	* 3%	* 3%	- -%	* 3%	4 3%	3 2%
APC	8 3%	- -%	* %*	- -%	- -%	3 3%	- -%	5 6%	7 3%	* 4%	- -%	- -%	* 3%	5 3%	3 2%
Parcels to go	6 2%	- -%	2 3%	- -%	2 15%	1 2%	- -%	* 1%	6 2%	- -%	- -%	- -%	- -%	2 1%	4 3%
Yodel	5 2%	- -%	2 3%	- -%	* 3%	3 3%	- -%	* %*	5 2%	* 3%	* 5%	- -%	1 4%	2 1%	3 2%
Pitney Bowes	4 2%	- -%	- -%	- -%	4 25%	- -%	* 4%	- -%	4 1%	1 5%	- -%	- -%	1 3%	1 %*	4 3%
City Link Post	4 1%	- -%	* 1%	* 6%	- -%	* %*	- -%	2 2%	3 1%	* 4%	* 4%	- -%	1 4%	3 2%	1 1%
Local Courier	1 1%	- -%	1 2%	- -%	- -%	- -%	- -%	* %*	1 %*	* 2%	- -%	- -%	* 1%	1 1%	* %*
TNT Post UK	1 %*	- -%	- -%	- -%	1 8%	- -%	- -%	- -%	1 %*	- -%	- -%	- -%	- -%	1 1%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	281	^a 11	^b 65	^c 7	^d 16	^e 88	^f 11	^g 74	^a 189	^b 64	^c 23	^d 5	^e 92	^a 148	^b 133
Weighted total	279	16	58	6	16	92	11	73	263	11	4	1	16	145	134
Fastway Couriers	¹ *%	-	*	-	-	*	-	*	¹ *%	*	-	-	*	¹ *%	*
Neo Post	* *%	-	-	-	*	-	-	-	* *%	-	-	-	-	* *%	-
Collect Plus	* *%	-	-	-	-	*	-	-	* *%	-	-	-	-	* *%	-
Interparcel	* *%	-	-	-	-	-	*	-	- *%	-	*	-	*	* *%	-
Legal Post	* *%	-	-	-	-	-	-	*	- *%	-	4%	-	1%	* *%	-
MHI (Mail Handling International)	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
TNT Express	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Eagle Couriers	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Lynx	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
First Post	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
One Post	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Wey Group International	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
ENC	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Fast Track	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Tuffnells	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Euro	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
UK / British Mail	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Freight - Better / Night	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Global Mailing	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-
Haynes	- -%	-	-	-	-	-	-	-	- -%	-	-	-	-	- -%	-

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Table 24 (continuation)

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Base: All Respondents who use a mail service provider other than RM

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	281	11	65	7	16	88	11	74	189	64	23	5	92	148	133
Weighted total	279	16	58	6	16	92	11	73	263	11	4	1	16	145	134
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	36	*	15	2	4	7	*	7	35	2	*	-	2	19	17
	13%	3%	27%	28%	23%	8%	2%	10%	13%	16%	3%	-%	12%	13%	13%

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Issue date: 21/04/15

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Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	281	105	19	26	16	132	149	18	114	149	96	63	40	34	20	18	-
Weighted total	279	147	13	17	4	157	122	23	134	122	128	52	31	28	13	8	-
Parcelforce	47	23	3	3	-	24	23	5	19	23	24	11	1	*	-	1	-
	17%	16%	25%	19%	-%	15%	19%	22%	14%	19%	19%	22%	5%	1%	-%	8%	-%
								cd			cd						
UPS	32	15	3	3	-	10	22	-	10	22	8	8	4	6	4	3	-
	12%	10%	19%	15%	-%	7%	18%	-%	8%	18%	6%	15%	12%	22%	28%	37%	-%
							a			b				a			
Hermes	31	22	-	-	-	20	11	5	16	11	15	3	4	3	3	-	-
	11%	15%	-%	-%	-%	13%	9%	20%	12%	9%	12%	5%	12%	12%	20%	-%	-%
DHL	27	15	1	*	1	22	5	4	18	5	10	11	5	*	1	*	-
	10%	10%	7%	2%	15%	14%	4%	18%	13%	4%	8%	22%	15%	*	5%	2%	-%
						b		c			ad		d				
TNT	19	10	1	1	1	11	8	1	10	8	14	1	2	*	1	1	-
	7%	7%	8%	4%	18%	7%	7%	4%	7%	7%	11%	2%	7%	1%	9%	8%	-%
								b									
FedEx	15	5	*	3	*	5	11	-	5	11	6	2	3	4	*	1	-
	6%	3%	1%	15%	4%	3%	9%	-%	4%	9%	5%	3%	8%	15%	1%	6%	-%
							a							b			
UK Mail	13	9	2	*	*	7	6	-	7	6	8	5	-	*	-	-	-
	5%	6%	12%	1%	8%	4%	5%	-%	5%	5%	6%	9%	-%	1%	-%	-%	-%
Interlink / Interlink Express / Direct	9	5	-	2	*	3	6	-	3	6	5	1	*	3	-	*	-
	3%	3%	-%	9%	4%	2%	5%	-%	2%	5%	4%	2%	1%	10%	-%	5%	-%
DX	9	*	-	*	-	3	5	-	3	5	2	-	*	2	4	1	-
	3%	3%	-%	1%	-%	2%	4%	-%	2%	4%	2%	-%	1%	7%	29%	7%	-%
														b			
DPD	8	5	1	-	*	6	2	3	3	2	5	1	-	*	*	-	-
	3%	3%	4%	-%	3%	4%	2%	11%	2%	2%	4%	2%	-%	1%	1%	-%	-%
APC	8	3	-	*	-	2	5	2	1	5	5	2	1	-	-	-	-
	3%	2%	-%	2%	-%	1%	4%	7%	1%	4%	4%	4%	2%	-%	-%	-%	-%
Parcels to go	6	3	-	-	-	6	-	-	6	-	4	-	-	-	-	-	-
	2%	2%	-%	-%	-%	4%	-%	-%	4%	-%	3%	-%	-%	-%	-%	-%	-%
						b		c									
Yodel	5	3	-	-	2	4	2	-	4	2	4	*	-	1	-	*	-
	2%	2%	-%	-%	40%	2%	2%	-%	3%	2%	3%	3%	-%	5%	-%	3%	-%
Pitney Bowes	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
	2%	2%	3%	-%	-%	2%	1%	-%	3%	1%	-%	1%	-%	12%	3%	-%	-%
														abc			
City Link Post	4	2	-	*	*	2	2	2	*	2	2	-	1	-	-	*	-
	1%	2%	-%	1%	4%	1%	2%	7%	3%	2%	2%	-%	4%	-%	-%	4%	-%
Local Courier	1	1	-	-	*	1	*	-	1	*	-	-	1	*	-	-	-
	1%	1%	-%	-%	4%	1%	3%	-%	1%	3%	-%	-%	4%	1%	-%	-%	-%
													a				
TNT Post UK	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
	3%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	4%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	281	105	19	26	16	132	149	18	114	149	96	63	40	34	20	18	-
Weighted total	279	147	13	17	4	157	122	23	134	122	128	52	31	28	13	8	-
Fastway Couriers	1 *%	- -%	- -%	1 3%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 2%	* *%	- -%	- -%	- -%	- -%
Neo Post	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%
Collect Plus	* *%	- -%	- -%	* 2%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* 1%	- -%	- -%	- -%	- -%	- -%
Interparcel	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%
Legal Post	* *%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%
MHI (Mail Handling International)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
TNT Express	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Eagle Couriers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Lynx	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
First Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
One Post	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Wey Group International	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
ENC	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Fast Track	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Tuffnells	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Euro	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
UK / British Mail	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Freight - Better / Night	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Global Mailing	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Haynes	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	281	105	19	26	16	132	149	18	114	149	96	63	40	34	20	18	-
Weighted total	279	147	13	17	4	157	122	23	134	122	128	52	31	28	13	8	-
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	36	21	3	4	-	25	11	3	23	11	17	5	9	2	1	2	-
	13%	14%	20%	26%	-%	16%	9%	11%	17%	9%	13%	10%	29%	7%	4%	19%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	281	159	34	27	21	20	177	103	134	146	-	253	27
Weighted total	279	166	24	23	23	20	176	101	139	138	-	252	25
Parcelforce	47	26	5	3	6	6	37	11	35	12	-	43	4
	17%	16%	22%	11%	28%	32%	21%	10%	25%	9%	-%	17%	17%
							b		b				
UPS	32	13	1	4	4	7	17	15	14	18	-	30	3
	12%	8%	2%	17%	19%	32%	10%	15%	10%	13%	-%	12%	10%
Hermes	31	23	2	1	4	-	26	5	19	12	-	29	2
	11%	14%	7%	3%	18%	-%	15%	5%	14%	9%	-%	12%	7%
							b						
DHL	27	22	*	1	*	-	26	*	22	5	-	27	-
	10%	13%	1%	3%	1%	-%	15%	*%	16%	4%	-%	11%	-%
		b					b		b				
TNT	19	14	5	1	-	-	9	10	6	13	-	19	*
	7%	8%	19%	2%	-%	-%	5%	9%	4%	9%	-%	7%	2%
FedEx	15	6	2	*	4	4	9	7	5	10	-	15	*
	6%	3%	6%	1%	19%	18%	5%	7%	4%	7%	-%	6%	2%
UK Mail	13	11	-	*	1	*	6	7	5	8	-	13	-
	5%	7%	-%	2%	6%	1%	3%	7%	3%	6%	-%	5%	-%
Interlink / Interlink Express / Direct	9	4	-	4	-	1	4	5	2	7	-	9	-
	3%	3%	-%	19%	-%	3%	3%	5%	2%	5%	-%	4%	-%
DX	9	2	4	*	*	-	7	2	5	3	-	9	-
	3%	2%	15%	1%	1%	-%	4%	2%	4%	2%	-%	3%	-%
			a										
DPD	8	6	1	2	-	-	5	3	3	5	-	5	2
	3%	3%	2%	7%	-%	-%	3%	3%	2%	4%	-%	2%	9%
APC	8	2	*	5	*	*	3	5	2	5	-	6	2
	3%	1%	2%	20%	*%	1%	1%	5%	2%	4%	-%	2%	7%
Parcels to go	6	4	1	-	-	-	4	2	1	4	-	4	2
	2%	3%	6%	-%	-%	-%	2%	2%	1%	3%	-%	2%	6%
Yodel	5	4	1	-	*	-	2	3	2	3	-	4	1
	2%	2%	6%	-%	1%	-%	1%	3%	1%	2%	-%	2%	6%
Pitney Bowes	4	1	-	-	-	-	-	4	-	4	-	3	1
	2%	*%	-%	-%	-%	-%	-%	4%	-%	3%	-%	1%	6%
							a		a				
City Link Post	4	2	*	-	*	1	2	2	2	2	-	4	-
	1%	1%	2%	-%	1%	6%	1%	2%	1%	2%	-%	2%	-%
Local Courier	1	*	-	-	1	-	1	-	1	*	-	1	-
	1%	*%	-%	-%	6%	-%	1%	-%	1%	*%	-%	1%	-%
TNT Post UK	1	1	-	-	-	-	1	-	-	1	-	1	-
	*%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	*%	-%
Fastway Couriers	1	*	-	1	-	-	1	*	*	1	-	1	*
	*%	*%	-%	2%	-%	-%	*%	*%	*%	*%	-%	*%	2%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	281	159	34	27	21	20	177	103	134	146	-	253	27
Weighted total	279	166	24	23	23	20	176	101	139	138	-	252	25
Neo Post	*	-	-	-	-	-	-	*	-	*	-	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	*%	-%	-%	2%
Collect Plus	*	-	*	-	-	-	*	-	*	-	-	*	-
	*%	-%	2%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Interparcel	*	*	-	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Legal Post	*	*	-	-	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	281	159	34	27	21	20	177	103	134	146	-	253	27
Weighted total	279	166	24	23	23	20	176	101	139	138	-	252	25
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	36	23	2	3	*	1	16	19	13	22	-	28	6
	13%	14%	8%	12%	2%	6%	9%	19% a	9%	16%	-%	11%	25%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	281	123	54	104	246	207	259	234	108	129	208	184	7	70	149	261	69
Weighted total	279	123	57	99	229	189	245	227	90	130	186	191	5	60	146	248	52
Parcelforce	47	21	10	16	31	31	36	42	15	18	25	32	-	15	18	38	10
	17%	17%	18%	16%	14%	16%	15%	19%	17%	14%	13%	17%	-%	25%	12%	16%	19%
UPS	32	8	14	9	29	20	29	25	15	15	24	23	2	3	18	27	6
	12%	7%	25%	9%	12%	10%	12%	11%	16%	11%	13%	12%	31%	5%	13%	11%	12%
			ac														
Hermes	31	10	7	14	26	24	26	29	7	15	11	16	2	11	17	31	9
	11%	8%	12%	14%	11%	13%	11%	13%	8%	11%	6%	8%	48%	18%	12%	12%	17%
					g	g		g						a			
DHL	27	14	2	10	27	21	27	16	9	3	22	9	-	14	18	27	3
	10%	12%	4%	10%	12%	11%	11%	7%	9%	2%	12%	5%	-%	23%	12%	11%	5%
					f	f	f		f		f			a			
TNT	19	11	5	3	17	12	17	17	8	11	16	17	1	1	12	19	4
	7%	9%	9%	3%	7%	6%	7%	7%	9%	9%	8%	9%	16%	2%	8%	8%	7%
												c					
FedEx	15	4	*	12	11	13	14	15	1	15	10	15	-	*	15	12	3
	6%	3%	1%	12%	5%	7%	6%	7%	1%	11%	5%	8%	-%	-%	10%	5%	6%
				ab		e	e	e		aceg		c			b		
UK Mail	13	10	2	1	9	5	9	11	4	6	11	8	-	4	6	9	2
	5%	8%	3%	1%	4%	3%	4%	5%	5%	5%	6%	4%	-%	7%	4%	4%	3%
		c															
Interlink / Interlink Express / Direct	9	3	4	2	9	8	9	9	5	3	8	9	*	-	5	9	*
	3%	3%	8%	2%	4%	4%	4%	4%	5%	2%	4%	5%	3%	-%	4%	4%	1%
DX	9	2	*	6	9	9	9	6	4	-	8	4	-	3	2	9	1
	3%	2%	-%	6%	4%	4%	3%	3%	4%	-%	4%	2%	-%	4%	2%	3%	2%
					f	f	f		f		f						
DPD	8	5	1	2	4	4	6	8	2	5	6	8	-	*	3	6	1
	3%	4%	2%	2%	2%	2%	3%	3%	3%	4%	3%	4%	-%	-%	2%	2%	1%
APC	8	*	4	4	7	2	8	8	4	4	4	6	-	2	4	8	-
	3%	-%	7%	4%	3%	1%	3%	3%	4%	3%	2%	3%	-%	3%	3%	3%	-%
			a	a													
Parcels to go	6	-	2	3	4	5	5	6	1	3	4	3	-	2	6	4	2
	2%	-%	4%	3%	2%	3%	2%	3%	2%	3%	2%	2%	-%	4%	4%	2%	4%
			a	a													
Yodel	5	4	*	1	3	4	4	4	2	2	2	5	-	*	1	4	1
	2%	3%	-%	1%	1%	2%	2%	2%	2%	1%	1%	3%	-%	1%	1%	2%	2%
Pitney Bowes	4	3	*	1	4	4	4	*	1	*	1	*	-	*	*	4	-
	2%	3%	-%	1%	2%	2%	2%	-%	1%	-%	1%	-%	-%	1%	-%	2%	-%
City Link Post	4	2	*	1	4	2	4	4	1	3	2	3	-	1	3	4	*
	1%	2%	-%	1%	2%	1%	1%	2%	1%	2%	1%	2%	-%	1%	2%	2%	1%
Local Courier	1	*	-	1	1	1	1	1	1	1	1	1	-	*	1	1	1
	1%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	2%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
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		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	281	123	54	104	246	207	259	234	108	129	208	184	7	70	149	261	69
Unweighted total	279	123	57	99	229	189	245	227	90	130	186	191	5	60	146	248	52
Weighted total																	
TNT Post UK	1	1	-	-	1	1	1	1	-	1	1	1	-	-	1	1	-
	*%	1%	-%	-%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	1%	1%	-%
Fastway Couriers	1	*	*	*	1	1	1	1	*	1	1	1	-	-	*	1	1
	*%	*%	*%	*%	*%	1%	*%	*%	*%	1%	*%	1%	-%	-%	*%	*%	2%
Neo Post	*	*	*	*	*	*	*	-	*	-	*	-	-	-	-	*	-
	*%	*%	-%	-%	*%	*%	*%	-%	1%	-%	*%	-%	-%	-%	-%	*%	-%
Collect Plus	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
	*%	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	*%	-%	-%	-%	*%	1%
Interparcel	*	-	*	-	*	*	*	*	*	-	*	-	-	*	-	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%	-%
Legal Post	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	281	123	54	104	246	207	259	234	108	129	208	184	7	70	149	261	69
Weighted total	279	123	57	99	229	189	245	227	90	130	186	191	5	60	146	248	52
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	36	22	4	11	32	22	33	22	10	24	28	27	*	3	16	32	8
	13%	18%	7%	11%	14%	11%	14%	10%	11%	18%	15%	14%	2%	5%	11%	13%	15%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	281	196	169	33	10	205	279	251	279	256	279	-	183	277	79	80	170	30
Weighted total	279	188	157	36	11	201	277	238	277	256	277	-	186	276	76	89	160	30
Parcelforce	47	33	24	9	5	30	47	40	47	44	47	-	33	47	7	20	17	11
	17%	18%	16%	24%	41%	15%	17%	17%	17%	17%	17%	-%	18%	17%	9%	22% b	11%	36% b
UPS	32	22	17	-	2	27	32	30	32	29	32	-	19	31	13	5	27	*
	12%	12%	11%	-%	22%	13% a	12%	13%	12%	11%	12%	-%	10%	11%	17%	6%	17%	1%
Hermes	31	19	24	7	1	21	31	20	31	25	29	-	18	31	12	12	15	4
	11%	10%	15%	19%	5%	11%	11%	9%	11%	10%	11%	-%	10%	11%	15%	14%	9%	14%
DHL	27	21	21	3	-	24	27	27	27	24	27	-	18	27	6	12	13	1
	10%	11%	13%	8%	-%	12%	10%	11%	10%	9%	10%	-%	10%	10%	8%	14%	8%	4%
TNT	19	13	13	2	2	15	19	17	19	18	19	-	13	19	2	8	8	3
	7%	7%	8%	4%	14%	8%	7%	7%	7%	7%	7%	-%	7%	7%	3%	9%	5%	12%
FedEx	15	10	7	3	1	12	15	14	15	14	15	-	11	15	7	9	6	1
	6%	5%	4%	8%	13%	6%	6%	6%	6%	5%	5%	-%	6%	6%	10%	11% b	3%	2%
UK Mail	13	9	6	2	*	11	13	9	13	13	13	-	9	13	2	2	11	-
	5%	5%	4%	6%	2%	5%	5%	4%	5%	5%	5%	-%	5%	5%	2%	2%	7%	-%
Interlink / Interlink Express / Direct	9	8	3	*	-	9	9	7	9	9	9	-	9	9	2	3	6	-
	3%	4%	2%	*%	-%	4%	3%	3%	3%	4%	3%	-%	5%	3%	2%	4%	4%	-%
DX	9	6	8	*	-	8	9	9	9	8	9	-	7	9	1	*	8	*
	3%	3%	5%	*%	-%	4%	3%	4%	3%	3%	3%	-%	4%	3%	1%	*%	5%	1%
DPD	8	5	3	1	-	5	8	5	8	8	8	-	6	8	3	1	7	-
	3%	3%	2%	1%	-%	2%	3%	2%	3%	3%	3%	-%	3%	3%	4%	1%	4%	-%
APC	8	3	4	3	-	3	8	6	8	8	8	-	5	8	3	4	4	*
	3%	1%	2%	8%	-%	1%	3%	2%	3%	3%	3%	-%	3%	3%	5%	4%	2%	*%
Parcels to go	6	4	2	-	-	4	4	4	4	6	6	-	*	6	*	1	2	2
	2%	2%	2%	-%	-%	2%	2%	2%	2%	2%	2%	-%	*%	2%	1%	2%	1%	8% b
Yodel	5	3	2	-	-	2	5	4	5	5	5	-	2	5	2	3	1	2
	2%	1%	1%	-%	-%	1%	2%	2%	2%	2%	2%	-%	1%	2%	2%	3%	1%	5% b
Pitney Bowes	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
	2%	2%	-%	-%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	-%	1%	2%	-%
City Link Post	4	4	4	-	-	4	4	4	4	4	4	-	4	4	1	*	4	-
	1%	2%	2%	-%	-%	2%	1%	2%	1%	2%	1%	-%	2%	1%	1%	*%	2%	-%
Local Courier	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	*	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	*%	2%	1%	*%	-%
TNT Post UK	1	1	1	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
	*%	1%	1%	-%	-%	1%	*%	1%	*%	*%	*%	-%	-%	*%	-%	-%	1%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	281	196	169	33	10	205	279	251	279	256	279	-	183	277	79	80	170	30
Weighted total	279	188	157	36	11	201	277	238	277	256	277	-	186	276	76	89	160	30
Fastway Couriers	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	*	*	*
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%
Neo Post	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	*	*
	100%	0%	0%	0%	0%	0%	100%	100%	100%	100%	100%	0%	100%	100%	100%	100%	100%	100%
Collect Plus	*	-	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	100%	0%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	100%	0%	100%	0%
Interparcel	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	-	-
	100%	100%	0%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	0%	0%	0%	0%
Legal Post	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	100%	100%	100%	0%	0%	100%	100%	100%	100%	100%	100%	0%	100%	100%	0%	0%	100%	0%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	281	196	169	33	10	205	279	251	279	256	279	-	183	277	79	80	170	30
Weighted total	279	188	157	36	11	201	277	238	277	256	277	-	186	276	76	89	160	30
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	36	22	16	7	*	18	36	34	36	32	36	-	24	36	13	5	26	5
13%	12%	10%	20%	2%	9%		13%	14%	13%	12%	13%	-%	13%	13%	17%	6%	16% a	17%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	281	75	42	161	188	93	272	9	182	16	70	183	51	230
Weighted total	279	85	38	153	181	98	271	8	182	15	73	179	54	225
Parcelforce	47	10	8	29	39	9	44	4	33	*	11	32	4	43
	17%	12%	22%	19%	21% b	9%	16%	48%	18%	3%	15%	18%	8%	19% a
UPS	32	3	4	22	17	15	30	2	22	4	8	21	7	25
	12%	4%	11%	15% a	9%	16%	11%	26%	12%	29%	11%	12%	13%	11%
Hermes	31	9	11	11	12	19	31	-	23	2	9	20	6	25
	11%	11%	28% ac	7%	7%	19% a	11%	-%	12%	12%	12%	11%	11%	11%
DHL	27	7	2	18	20	6	27	-	18	*	10	17	2	25
	10%	8%	5%	12%	11%	7%	10%	-%	10%	2%	14%	9%	4%	11%
TNT	19	6	1	12	17	2	19	*	12	-	5	14	6	13
	7%	7%	1%	8%	9% b	2%	7%	5%	6%	-%	6%	8%	10%	6%
FedEx	15	5	5	6	9	7	15	-	11	*	4	11	4	12
	6%	6%	13% c	4%	5%	7%	6%	-%	6%	1%	6%	6%	7%	5%
UK Mail	13	10	-	3	8	5	13	-	7	-	4	9	4	9
	5%	12% bc	-%	2%	5%	5%	5%	-%	4%	-%	5%	5%	8%	4%
Interlink / Interlink Express / Direct	9	4	-	5	4	6	9	-	7	*	2	7	2	8
	3%	5%	-%	3%	2%	6%	3%	-%	4%	1%	3%	4%	3%	3%
DX	9	*	-	8	8	*	8	*	5	*	1	8	*	8
	3%	*%	-%	5%	4%	*%	3%	2%	3%	1%	1%	4%	*%	4%
DPD	8	2	*	5	7	1	8	-	5	-	3	3	4	4
	3%	2%	1%	3%	4%	1%	3%	-%	3%	-%	3%	2%	8% b	2%
APC	8	5	-	2	2	5	8	-	3	3	1	5	*	7
	3%	6%	-%	2%	1%	5% a	3%	-%	2%	21%	1%	3%	1%	3%
Parcels to go	6	4	1	-	5	*	6	-	4	-	-	4	*	5
	2%	5% c	4% c	-%	3%	*%	2%	-%	2%	-%	-%	2%	1%	2%
Yodel	5	3	*	2	3	3	5	-	2	2	3	1	*	5
	2%	4%	*%	1%	1%	3%	2%	-%	1%	11%	4% b	*%	*%	2%
Pitney Bowes	4	*	*	4	4	1	4	-	3	-	-	3	-	4
	2%	*%	1%	2%	2%	1%	2%	-%	2%	-%	-%	2%	-%	2%
City Link Post	4	2	*	2	4	*	4	-	3	*	1	3	3	1
	1%	2%	*%	1%	2%	*%	1%	-%	2%	2%	2%	2%	5% b	1%
Local Courier	1	-	-	1	1	*	1	-	1	-	1	*	-	1
	1%	-%	-%	1%	1%	*%	1%	-%	1%	-%	2%	*%	-%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	281	75	42	161	188	93	272	9	182	16	70	183	51	230
Weighted total	279	85	38	153	181	98	271	8	182	15	73	179	54	225
TNT Post UK	1	-	-	1	-	1	1	-	1	-	-	1	1	-
	%	-%	-	1%	-%	1%	%	-	1%	-%	-%	1%	2%	-%
													b	
Fastway Couriers	1	*	1	-	1	-	1	-	1	-	*	*	*	1
	%	%	2%	-%	1%	-%	%	-%	%	-%	%	%	%	%
Neo Post	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	%	-%	-%	%	%	-%	%	-%	-%	-%	-%	-%	-%	%
Collect Plus	*	*	-	-	-	*	*	-	*	-	*	-	-	*
	%	%	-%	-%	-%	%	%	-%	%	-%	1%	-%	-%	%
Interparcel	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	%	-%	-%	%	-%	%	%	-%	%	-%	-%	%	-%	%
Legal Post	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	%	-%	-%	%	%	-%	%	-%	%	-%	-%	%	-%	%
MHI (Mail Handling International)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	281	75	42	161	188	93	272	9	182	16	70	183	51	230
Weighted total	279	85	38	153	181	98	271	8	182	15	73	179	54	225
Global Mailing	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Priority Express	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Business Post	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
AJG Parcels	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Parcel Live	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Coopers Carriers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
DHS	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Securicor	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other answers	36	12	4	21	20	17	35	1	20	3	10	18	10	26
	13%	14%	11%	13%	11%	17%	13%	18%	11%	18%	14%	10%	19%	12%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 24 (continuation)

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QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

Significance Level: 95%

Unweighted total

Weighted total

Parcelforce

UPS

Hermes

DHL

TNT

FedEx

UK Mail

Interlink / Interlink
Express / Direct

DX

DPD

APC

Parcels to go

Yodel

Pitney Bowes

City Link Post

Local Courier

TNT Post UK

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
281	249	5	68	65	63	85
279	246	7	70	76	60	73
47	43	-	8	10	20	9
17%	17%	-%	11%	13%	34%	13%
					abd	
32	30	2	9	7	3	12
12%	12%	34%	13%	9%	6%	17%
					c	
31	28	-	7	10	6	7
11%	12%	-%	11%	14%	10%	9%
27	22	1	4	6	3	15
10%	9%	18%	5%	8%	4%	20%
						abc
19	18	*	5	6	2	5
7%	7%	6%	8%	8%	4%	7%
15	14	-	*	6	2	7
6%	6%	-%	1%	7%	3%	10%
						a
13	11	2	5	4	3	-
5%	5%	23%	8%	6%	6%	-%
			d	d	d	
9	8	-	5	1	2	2
3%	3%	-%	7%	1%	3%	3%
9	7	-	*	-	4	4
3%	3%	-%	*%	-%	7%	6%
					ab	
8	6	-	*	6	1	*
3%	2%	-%	*%	8%	1%	1%
				ad		
8	7	-	1	*	5	2
3%	3%	-%	1%	1%	8%	3%
					b	
6	6	-	3	3	-	-
2%	2%	-%	4%	4%	-%	-%
5	5	-	-	2	2	2
2%	2%	-%	-%	2%	3%	3%
4	4	-	1	-	3	*
2%	2%	-%	1%	-%	6%	*%
					d	
4	3	1	3	*	1	-
1%	1%	18%	4%	*%	1%	-%
1	1	-	1	-	-	*
1%	1%	-%	2%	-%	-%	*%
1	-	-	1	-	-	-
*%	-%	-%	2%	-%	-%	-%

Ofcom; Business Postal Tracker

Table 24 (continuation)

Page 357

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

Significance Level: 95%

Unweighted total

Weighted total

Fastway Couriers

Neo Post

Collect Plus

Interparcel

Legal Post

MHI (Mail Handling
International)

TNT Express

Eagle Couriers

Lynx

First Post

One Post

Wey Group International

ENC

Fast Track

Tuffnells

Euro

UK / British Mail

Freight - Better / Night

Global Mailing

Haynes

Columns Tested: a,b - a,b,c,d

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	b	a	b	c	d
Unweighted total	281	249	5	68	65	63	85
Weighted total	279	246	7	70	76	60	73
Fastway Couriers	1	1	-	-	*	-	1
	*%	*%	-%	-%	1%	-%	1%
Neo Post	*	*	-	-	-	-	*
	*%	*%	-%	-%	-%	-%	1%
Collect Plus	*	*	-	-	*	-	-
	*%	*%	-%	-%	1%	-%	-%
Interparcel	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
Legal Post	*	*	-	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%
MHI (Mail Handling International)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
TNT Express	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Eagle Couriers	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Lynx	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
First Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
One Post	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Wey Group International	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
ENC	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fast Track	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Tuffnells	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Euro	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
UK / British Mail	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Freight - Better / Night	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Global Mailing	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Haynes	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

QV5c. Which mail service provider would you consider as your organisation's main provider (in addition to, or other than, Royal Mail)?

Base: All Respondents who use a mail service provider other than RM

Significance Level: 95%

Unweighted total

Weighted total

Priority Express

Business Post

AJG Parcels

Parcel Live

Coopers Carriers

DHS

Securicor

Other answers

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
281	249	5	68	65	63	85
279	246	7	70	76	60	73
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
36	30	-	15	14	2	6
13%	12%	-%	21%	18%	4%	8%
			cd	c		

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Letters	1491	81	148	155	82	109	263	218	129	99	76	66	64	1285
	94%	93%	95% e	97% e	93%	87%	94% e	96% e	94%	95%	93%	93%	92%	94% e
Other everyday correspondence, such as invoices, one off bills etc.	1077	67	105	88	57	90	171	163	106	81	53	47	49	928
	68%	77% cf	67% dehjm	55% e	65% c	72% c	61% 59%	72% c	77% cfj	77% cfj	65% 56%	67% 58%	69% 67% dehjm	68% c 57% e
Large letters	919	48	105	100	47	59	165	133	69	59	46	41	47	785
	58%	55% i	67% i	62% i	53% ehijkm	47% i	59% i	58% i	50% i	56% i	56% i	58% i	67% i	57% i
Parcels and packets	635	36	65	69	45	45	118	93	51	24	31	27	32	544
	40%	41% i	41% i	43% i	51% ehijkm	36% i	42% i	41% i	37% i	23% i	39% i	39% i	45% i	40% i
Bulk customer mailings, such as bills, statements, customer packs etc.	298	9	32	18	17	17	48	44	38	28	14	18	15	251
	19%	10% a	21% a	11% a	19% a	14% a	17% a	19% a	27% acejm	27% acejm	17% a	25% acejm	22% ac	18% a
Order fulfilment (sending ordered goods to customers)	286	22	31	22	22	25	39	38	34	7	14	14	18	240
	18%	25% fi	20% i	14% i	25% fi	20% i	14% i	17% i	25% fi	7% j	17% i	20% i	25% cfijm	18% i
Advertising and promotional material, such as catalogues, brochures and direct mail	178	9	17	23	13	8	32	21	20	13	4	9	10	155
	11%	10% i	11% i	14% ej	14% ej	6% i	12% j	9% i	14% ej	12% j	5% i	12% j	14% ej	11% j
Publications, such as magazines, periodicals, customer newsletters	67	6	6	2	6	5	8	11	10	-	5	3	6	53
	4%	7% i	4% i	1% i	7% i	4% i	3% i	5% i	7% i	-% i	6% i	4% i	8% cfim	4% i
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	9	-	-	-	-	4	-	-	2	1	1	*	*	7
	1%	-%	-%	-%	-%	3% bfim	-%	-%	1%	1%	1%	1%	1%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Other	3	-	-	-	-	3	-	-	-	-	*	*	-	3
	*%	-%	-%	-%	-%	2% lm	-%	-%	-%	-%	*%	1%	-%	*%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Packets and parcels	1562 98%	86 98%	155 99% e	160 100% e	87 100% e	117 93%	280 100% ehjl	226 99% e	132 96%	103 97%	79 97%	69 98%	68 96%	1346 98% e
NET: Bulk mailings	460 29%	21 24%	44 28%	36 22%	28 32% e	24 19%	78 28%	67 30%	56 40% abcefljm	38 36% ej	19 24%	24 34% ej	24 34% ej	393 29% e
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Ofcom; Business Postal Tracker

Table 25 (continuation)

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QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Letters

Other everyday
correspondence, such as
invoices, one off bills
etc.

Large letters

Parcels and packets

Bulk customer mailings,
such as bills,
statements, customer
packs etc.

Order fulfilment
(sending ordered goods
to customers)

Advertising and
promotional material,
such as catalogues,
brochures and direct
mail

Publications, such as
magazines, periodicals,
customer newsletters

Goods / business
supplies / large packets
ordered via lorry

Legal / accounts
documents / tax forms

Refused

None of These

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1491	116	128	22	135	330	80	637	1430	39	14	8	61	760	731
94%	95% e	91%	100%	95% e	89%	96% e	96% be	94%	97%	96%	95%	96% a	92%	95% a
1077	95	108	19	111	242	49	417	1028	32	11	6	49	536	540
68%	78% efg	77% efg	85%	79% efg	65%	60%	63%	67%	79% a	74%	74%	77% a	65%	70% a
919	59	84	13	91	196	66	387	869	31	12	7	49	473	445
58%	49%	59%	62%	64% ae	53%	79% abdeg	58% a	57%	75% a	80% a	87% a	78% a	58%	58%
635	40	82	12	34	193	30	227	601	21	8	5	34	348	286
40%	33%	58% adfg	53%	24%	52% adfg	37%	34% d	39%	52% a	55% a	56% a	53% a	42% b	37%
298	24	28	9	21	75	16	119	277	14	5	2	21	158	140
19%	20%	20%	42%	15%	20%	19%	18%	18%	34% ad	37% ad	20%	33% a	19%	18%
286	14	60	3	11	96	4	86	275	8	2	1	11	172	114
18%	12%	43% adefg	14%	8%	26% adfg	5%	13%	18%	19%	16%	10%	17%	21% b	15%
178	8	19	1	1	41	2	101	167	6	3	2	11	96	82
11%	7% d	14% df	4%	1%	11% df	3%	15% adf	11%	15%	21% a	20%	17% a	12%	11%
67	3	7	-	3	13	4	36	63	2	1	1	5	35	32
4%	3%	5%	-%	2%	3%	4%	5%	4%	5%	6%	18% abce	7% a	4%	4%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
9	2	2	-	1	-	-	4	9	-	-	-	-	5	4
1%	2%	1%	-%	1%	-%	-%	1%	1%	-%	-%	-%	-%	1%	1%

Ofcom; Business Postal Tracker

Table 25 (continuation)

Page 362

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

NET: (Large) Letters,
Packets and parcels

NET: Bulk mailings

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Unweighted total	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Other	3	-	-	3	-	-	1	3	*	-	-	*	3	-
Don't Know	3	-	-	3	-	-	1	3	*	-	-	*	3	-
NET: (Large) Letters, Packets and parcels	1591	122	141	22	142	373	83	665	1527	41	15	8	64	665
NET: Bulk mailings	1591	122	141	22	142	373	83	665	1527	41	15	8	64	665
Other	3	-	-	3	-	-	1	3	*	-	-	*	3	-
Don't Know	3	-	-	3	-	-	1	3	*	-	-	*	3	-
NET: (Large) Letters, Packets and parcels	1562	119	136	22	139	365	83	656	1499	40	14	8	63	656
NET: Bulk mailings	460	30	48	9	24	107	19	213	431	18	7	4	28	213
Other	29	24	34	42	17	29	22	32	28	43	48	42	44	28
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ofcom; Business Postal Tracker

Table 25 (continuation)

Page 363

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Letters	1491	690	68	70	15	1212	279	479	732	279	870	254	157	121	61	23	3
	94%	91%	93%	99% ab	99%	95% b	90%	94% c	95% c	90%	93%	98% a	99% a	97% a	100% a	100% a	100%
Other everyday correspondence, such as invoices, one off bills etc.	1077	492	49	51	12	868	209	321	547	209	600	200	122	84	46	19	3
	68%	65%	66%	72%	77%	68%	68%	63%	71% a	68%	64%	77% ad	78% ad	67% a	76% a	85% ad	100%
Large letters	919	401	46	53	11	689	230	181	508	230	457	173	111	96	57	22	*
	58%	53%	62%	75% a	73% a	54%	75% a	36% a	66% a	75% ab	49%	67% a	71% a	77% ab	93% abcd	98% abcd	12%
Parcels and packets	635	293	36	27	7	414	220	71	344	220	308	113	85	56	35	14	*
	40%	39%	48%	39%	46%	32%	71% a	14%	44% a	71% ab	33%	44% a	54% ab	45% a	57% ab	61% abd	6%
Bulk customer mailings, such as bills, statements, customer packs etc.	298	116	18	15	6	202	96	48	154	96	114	72	39	30	32	11	*
	19%	15%	24%	22%	40% ac	16%	31% a	9%	20% a	31% ab	12%	28% a	25% a	24% a	52% abcd	50% abcd	6%
Order fulfilment (sending ordered goods to customers)	286	151	12	15	2	169	117	30	139	117	143	56	29	25	14	6	-
	18%	20%	16%	22%	13%	13%	38% a	6%	18% a	38% ab	15%	21% a	19%	20%	23%	26% a	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	178	73	6	12	1	127	51	27	100	51	84	26	24	24	13	4	3
	11%	10%	8%	17% a	9%	10%	16% a	5%	13% a	16% a	9%	10%	15% a	19% ab	22% ab	18% a	100%
Publications, such as magazines, periodicals, customer newsletters	67	28	3	3	2	45	22	11	34	22	32	6	14	6	4	5	-
	4%	4%	4%	5%	12% a	3%	7% a	2%	4%	7% ab	3%	2%	9% ab	5%	6%	22% abcde	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	9	7	-	-	-	9	-	6	3	-	9	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Other	3	2	-	-	-	3	-	2	1	-	2	1	-	-	-	-	-
	%	%	-%	-%	-%	%	-%	%	%	-%	%	1%	-%	-%	-%	-%	-%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Packets and parcels	1562	737	74	70	15	1253	309	489	764	309	910	258	158	124	61	23	3
	98%	97%	100%	100%	99%	98%	100%	96%	99%	100%	97%	99%	100%	100%	100%	100%	100%
							a		a	ab		a	a	a	a	a	a
NET: Bulk mailings	460	183	23	24	8	323	137	80	243	137	197	93	67	48	36	15	3
	29%	24%	32%	35%	51%	25%	44%	16%	31%	44%	21%	36%	43%	39%	59%	67%	100%
				a	ab		a		a	ab		a	a	a	abcd	abcd	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Letters	1491	547	47	49	25	16	1405	86	1369	122	1231	245	15
	94%	93%	82%	96%	81%	65%	95%	79%	95%	80%	96%	86%	61%
		bde		bde			b		b		b		
Other everyday correspondence, such as invoices, one off bills etc.	1077	403	39	37	19	11	1007	70	974	103	865	200	12
	68%	68%	67%	72%	61%	44%	68%	64%	68%	68%	68%	70%	49%
		e	e	e									
Large letters	919	411	46	33	21	19	859	60	827	91	710	199	10
	58%	70%	80%	65%	69%	77%	58%	55%	58%	60%	55%	70%	40%
											a	a	
Parcels and packets	635	468	56	48	31	25	543	92	502	132	379	240	15
	40%	79%	97%	94%	100%	98%	37%	84%	35%	87%	30%	84%	61%
			a	a	a	a	a	a		a		a	
Bulk customer mailings, such as bills, statements, customer packs etc.	298	125	17	16	8	3	278	20	273	25	218	76	4
	19%	21%	30%	31%	27%	13%	19%	19%	19%	17%	17%	27%	16%
											a	a	
Order fulfilment (sending ordered goods to customers)	286	167	37	29	18	16	221	63	195	89	140	136	8
	18%	28%	64%	58%	60%	62%	15%	58%	14%	58%	11%	48%	31%
			a	a	a	a	a	a		a		a	
Advertising and promotional material, such as catalogues, brochures and direct mail	178	84	4	7	2	4	169	9	165	13	144	31	3
	11%	14%	7%	13%	7%	14%	11%	8%	11%	9%	11%	11%	12%
Publications, such as magazines, periodicals, customer newsletters	67	35	6	3	1	1	65	2	63	4	59	8	-
	4%	6%	11%	5%	2%	4%	4%	2%	4%	3%	5%	3%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	9	3	-	-	-	-	8	1	6	3	6	2	1
	1%	1%	-%	-%	-%	-%	1%	1%	1%	2%	1%	1%	6%
										a			
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

NET: (Large) Letters,

Packets and parcels

NET: Bulk mailings

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
3	1	-	-	-	*	3	-	3	*	3	*	-
%	%	-%	-%	-%	2%	%	-%	%	%	%	%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1562	582	58	51	31	25	1454	108	1413	149	1255	283	24
98%	99%	100%	100%	100%	100%	98%	99%	98%	98%	98%	99%	94%
460	197	22	22	9	6	432	27	422	38	353	100	6
29%	33%	38%	44%	30%	25%	29%	25%	29%	25%	28%	35%	25%
											a	

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
1591	a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
1491	813	252	413	1491	892	1491	572	452	246	1035	354	10	317	442	1467	104
94%	95%	97%	91%	100%	97%	98%	90%	98%	86%	96%	85%	90%	97%	93%	97%	90%
	c	c		bcdefg	df	dfg		dfg		df			a		ac	
1077	546	195	331	1033	642	1047	425	392	202	1077	272	9	223	341	1035	86
68%	64%	75%	73%	69%	70%	69%	67%	85%	71%	100%	66%	80%	68%	72%	68%	74%
		a	a					abcdf		abcdef						
919	439	183	289	892	919	919	476	329	183	642	277	6	244	345	900	91
58%	51%	70%	64%	60%	100%	61%	75%	72%	64%	60%	67%	58%	75%	72%	60%	79%
		a	a		acdefg		acfg	acfg					a	b		b
635	269	127	228	572	476	590	635	220	247	425	379	7	239	315	599	83
40%	31%	49%	50%	38%	52%	39%	100%	48%	86%	39%	91%	64%	73%	66%	40%	72%
		a	a		acg		abcefg	acg	abceg		c			b		b
298	124	79	95	293	224	295	150	298	56	271	96	5	68	90	290	23
19%	14%	31%	21%	20%	24%	19%	24%	65%	20%	25%	23%	48%	21%	19%	19%	20%
		ac	a		ac		ac	abcdfg		acf						
286	122	40	121	246	183	261	247	86	286	202	257	1	9	138	261	53
18%	14%	15%	27%	16%	20%	17%	39%	19%	100%	19%	62%	11%	3%	29%	17%	46%
			ab		a		abcefg		abcdeg		c			b		ab
178	76	51	51	174	122	175	84	178	32	134	56	1	44	66	173	6
11%	9%	20%	11%	12%	13%	12%	13%	39%	11%	12%	13%	9%	14%	14%	11%	5%
		ac						abcdfg						c	c	
67	25	12	27	67	49	67	42	67	30	60	30	1	15	18	67	10
4%	3%	5%	6%	4%	5%	4%	7%	15%	10%	6%	7%	7%	5%	4%	4%	9%
			a				ac	abcdg	abcdg							ab
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Unweighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Weighted total																	
None of These	9	4	2	3	-	-	-	-	-	-	-	3	-	-	-	-	-
	1%	*%	1%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%
Other	3	2	-	2	3	*	3	*	-	*	3	*	*	-	1	3	-
	*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	4%	-%	*%	*%	-%
Don't Know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Packets and parcels	1562	839	259	447	1491	919	1518	635	459	284	1061	409	10	323	476	1511	115
	98%	98%	99%	98%	100%	100%	100%	100%	100%	99%	98%	99%	96%	99%	100%	100%	100%
					fg	fg	fg	fg	g								
NET: Bulk mailings	460	196	120	141	452	329	453	220	460	86	392	146	6	105	143	449	32
	29%	23%	46%	31%	30%	36%	30%	35%	100%	30%	36%	35%	53%	32%	30%	30%	28%
			ac	a		ac	ac	ac	abcdfg		acf						

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 25 (continuation)

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QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Letters	1491	1170	975	129	41	1298	1465	1277	1470	1140	1462	-	763	1466	166	166	1125	195
	94%	97%	98%	94%	93%	94%	94%	95%	94%	94%	94%	-%	93%	94%	89%	85%	95%	96%
								e					c	c			a	a
Other everyday correspondence, such as invoices, one off bills etc.	1077	826	704	97	29	937	1059	953	1065	842	1072	-	577	1060	130	117	807	148
	68%	69%	71%	71%	67%	68%	68%	71%	68%	69%	69%	-%	70%	68%	69%	59%	68%	73%
																	a	a
Large letters	919	768	608	87	35	783	911	858	913	761	907	-	528	903	125	130	664	120
	58%	64%	61%	64%	80%	57%	58%	64%	58%	63%	58%	-%	65%	58%	67%	66%	56%	60%
					c			ace		ace			b		b	b		
Parcels and packets	635	480	424	78	21	513	627	558	630	575	627	-	400	624	117	127	416	88
	40%	40%	43%	57%	48%	37%	40%	42%	40%	47%	40%	-%	49%	40%	63%	65%	35%	44%
				c						abce			b		ab	bc		b
Bulk customer mailings, such as bills, statements, customer packs etc.	298	242	222	27	11	257	295	275	295	259	296	-	176	292	28	50	207	41
	19%	20%	22%	20%	25%	19%	19%	21%	19%	21%	19%	-%	21%	19%	15%	25%	17%	20%
													c			b		
Order fulfilment (sending ordered goods to customers)	286	205	182	45	9	219	281	242	284	259	282	-	186	282	66	71	175	40
	18%	17%	18%	33%	21%	16%	18%	18%	18%	21%	18%	-%	23%	18%	35%	36%	15%	20%
				c						abce			b		ab	bc		
Advertising and promotional material, such as catalogues, brochures and direct mail	178	151	119	14	10	152	178	157	178	148	172	-	107	175	28	24	129	25
	11%	13%	12%	10%	24%	11%	11%	12%	11%	12%	11%	-%	13%	11%	15%	12%	11%	12%
					ac													
Publications, such as magazines, periodicals, customer newsletters	67	47	54	10	1	55	67	63	67	51	67	-	35	67	10	11	42	14
	4%	4%	5%	8%	1%	4%	4%	5%	4%	4%	4%	-%	4%	4%	5%	6%	4%	7%
				c														b
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

None of These

Other

Don't Know

NET: (Large) Letters,
Packets and parcels

NET: Bulk mailings

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
9	-	-	-	-	8	9	3	9	4	9	-	4	9	1	3	6	-
1%	-%	-%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	1%	-%
3	3	3	-	-	3	3	1	3	3	3	-	1	3	*	-	2	1
1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1562	1203	995	136	44	1352	1536	1322	1541	1198	1533	-	805	1537	182	191	1166	200
98%	100%	100%	99%	100%	98%	98%	99%	98%	98%	98%	-%	98%	98%	97%	97%	98%	99%
460	374	332	46	14	393	456	419	457	383	452	-	269	454	54	67	323	70
29%	31%	33%	33%	33%	29%	29%	31%	29%	31%	29%	-%	33%	29%	29%	34%	27%	34%
															b		b

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Letters	1491	119	75	1285	948	543	1353	138	1140	75	277	1198	40	189
	94%	82%	87%	95% ab	94%	93%	94%	96%	94%	96%	96%	94%	75%	84%
Other everyday correspondence, such as invoices, one off bills etc.	1077	97	54	922	692	385	973	104	818	54	187	878	38	148
	68%	66%	63%	68%	69%	66%	67%	72%	67%	69%	65%	69%	71%	66%
Large letters	919	96	63	750	618	301	866	53	692	47	201	708	34	156
	58%	66%	73%	56%	62%	51%	60%	37%	57%	60%	69%	56%	63%	69%
Parcels and packets	635	108	61	458	394	240	598	37	473	37	142	477	49	178
	40%	74%	71%	34%	39%	41%	41%	26%	39%	48%	49%	37%	92%	79%
Bulk customer mailings, such as bills, statements, customer packs etc.	298	33	21	243	213	85	279	19	230	16	59	235	5	62
	19%	23%	25%	18%	21% b	15%	19%	13%	19%	20%	20%	18%	10%	28% a
Order fulfilment (sending ordered goods to customers)	286	60	39	187	173	113	259	27	206	21	78	198	45	86
	18%	41% c	45% c	14%	17%	19%	18%	19%	17%	27% a	27% b	16%	84% b	38%
Advertising and promotional material, such as catalogues, brochures and direct mail	178	17	16	140	129	49	166	12	139	7	34	141	3	29
	11%	12%	19% c	10%	13% b	8%	11%	8%	11%	9%	12%	11%	6%	13%
Publications, such as magazines, periodicals, customer newsletters	67	3	9	55	46	22	55	12	50	6	18	50	3	3
	4%	2%	11% ac	4%	5%	4%	4%	8% a	4%	7%	6%	4%	5%	2%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of These	9	1	2	6	5	4	8	1	8	-	*	7	-	3
	1%	1%	2%	%	1%	1%	1%	1%	1%	-%	%	1%	-%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

NET: (Large) Letters,
Packets and parcels

NET: Bulk mailings

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
3	-	*	3	2	2	3	*	1	*	1	3	-	*
9%	-%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	-%	9%
-	-	-	-	-	-	-	-	-	-	-	-	-	-
9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9%	9%
1562	142	82	1326	989	573	1421	140	1191	78	288	1250	54	220
98%	97%	95%	98% b	98%	98%	98%	97%	98%	99%	100%	98%	100%	98%
460	48	29	378	326	134	425	35	356	21	91	363	8	82
29%	33%	34%	28%	32% b	23%	29%	24%	29%	27%	31%	28%	15% a	37% a

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Table 25 (continuation)

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QV6a. Which of the following types of mail does your organisation send regularly?
Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Letters

Other everyday
correspondence, such as
invoices, one off bills
etc.

Large letters

Parcels and packets

Bulk customer mailings,
such as bills,
statements, customer
packs etc.

Order fulfilment
(sending ordered goods
to customers)

Advertising and
promotional material,
such as catalogues,
brochures and direct
mail

Publications, such as
magazines, periodicals,
customer newsletters

Goods / business
supplies / large packets
ordered via lorry

Legal / accounts
documents / tax forms

Refused

None of These

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1491	198	7	362	361	381	387
94%	80%	100%	93%	90%	95% b	96% b
1077	160	7	277	259	259	283
68%	65%	100%	72% bc	64%	65%	70%
919	165	6	225	236	221	237
58%	67%	82%	58%	59%	55%	59%
635	201	7	155	149	145	185
40%	82%	100%	40%	37%	36%	46% bc
298	62	-	54	44	115	85
19%	25%	-%	14%	11%	29% abd	21% ab
286	114	5	88	82	42	74
18%	46%	77%	23% c	20% c	11%	18% c
178	26	-	32	44	51	51
11%	10%	-%	8%	11%	13% a	13% a
67	6	*	11	13	16	27
4%	2%	6%	3%	3%	4%	7% ab
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
9	3	-	1	7	-	2
1%	1%	-%	*% ac	2%	-%	*%

Produced by OLR

OFC1885

Issue date: 21/04/15

QV6a. Which of the following types of mail does your organisation send regularly?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

NET: (Large) Letters,
Packets and parcels

NET: Bulk mailings

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Other	3	-	*	1	-	1
	*%	-%	*%	*%	-%	*%
Don't Know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Packets and parcels	1562	241	377	388	400	397
	98%	98%	97%	97%	100%	99%
		100%			abd	
NET: Bulk mailings	460	81	85	92	157	126
	29%	33%	22%	23%	39%	31%
		6%			abd	ab

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Table 26

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QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	675	34	61	37	47	49	67	46	48	27	87	78	94	416
Weighted total	635	36	65	69	45	45	118	93	51	24	31	27	32	544
Standard 1st Class	338	17	28	37	32	20	56	56	27	17	17	15	16	291
	53%	48%	43%	53%	72% abefijlm	45%	48%	60%	53%	70%	53%	55%	49%	53%
Standard 2nd Class	290	11	32	31	20	17	45	51	24	13	14	14	18	244
	46%	30%	49%	46%	44%	38%	38%	55% a	48%	54%	43%	53% a	57% aefm	45%
Signed for 1st Class	282	15	26	35	22	25	56	41	16	10	15	11	11	246
	45%	41%	40%	50%	50%	56% hi	48%	44%	32%	41%	47%	42%	33%	45% i
Special Delivery Guaranteed by 1pm	200	12	15	27	15	15	26	44	17	3	11	8	8	173
	32%	33%	23%	39%	34%	33%	22%	47% bfilm	34%	12%	34%	30%	26%	32%
Signed for 2nd Class	161	8	17	18	16	19	26	20	13	2	8	9	5	139
	25%	23%	26%	25%	36% l	42% fglm	22%	22%	25%	8%	27%	33% l	16%	25% l
Parcelforce Worldwide	103	5	12	14	10	6	10	22	7	4	4	3	6	90
	16%	15%	18%	20%	22% f	13%	9%	24% f	13%	17%	12%	12%	18%	17%
International standard mail (previously Airmail)	68	6	5	11	5	5	8	15	6	*	2	2	3	61
	11%	16%	8%	16%	11%	10%	7%	17%	12%	1%	8%	9%	9%	11%
International Signed	41	1	2	6	4	6	5	10	2	*	1	1	3	36
	6%	4%	3%	8%	10% j	13% bj	4%	11% j	4%	1%	2%	5%	9% j	7%
International Tracked (previously Airsure)	40	-	3	3	4	4	7	10	2	1	-	1	3	35
	6%	-%	4%	5% j	10% j	9% j	6% j	11% aj	4%	6%	-%	5% j	10% j	7% j
International Tracked and Signed	29	*	*	6	2	5	3	5	5	1	-	1	1	28
	5%	*%	*%	8% bj	4% abfijklm	12%	2%	5% j	10% bjl	6%	-%	2%	2%	5% j
International Economy (previously surface mail)	14	-	4	-	3	-	*	2	2	1	-	1	1	13
	2%	-%	6% j	-%	6% j	-%	*%	3%	4%	6%	-%	3%	3%	2%
None of these (DO NOT READ OUT)	72	5	14	8	2	5	19	5	6	1	2	4	2	64
	11%	14%	21% dgijlm	11%	4%	10%	16% dl	6%	12%	6%	8%	13%	6%	12%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
675	a 34	b 61	c 37	d 47	e 49	f 67	g 46	h 48	*i 27	j 87	k 78	l 94	m 416
635	36	65	69	45	45	118	93	51	24	31	27	32	544
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 26 (continuation)

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QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	c	*d	e	a	b
Unweighted total	675	41	100	15	39	196	25	239	471	130	46	28	204	364	311
Weighted total	635	40	82	12	34	193	30	227	601	21	8	5	34	348	286
Standard 1st Class	338	20	43	5	19	92	20	134	319	12	5	2	20	172	166
	53%	49%	52%	42%	56%	47%	64%	59% e	53%	57%	64%	51%	58%	49%	58% a
Standard 2nd Class	290	20	39	4	18	78	12	108	274	9	4	2	16	140	150
	46%	51%	48%	35%	51%	40%	41%	48%	46%	45%	51%	52%	47%	40%	52% a
Signed for 1st Class	282	13	32	4	13	83	21	112	265	11	4	3	18	151	131
	45%	34%	39%	32%	39%	43%	70%	49%	44%	52%	46%	63%	52%	43%	46%
Special Delivery Guaranteed by 1pm	200	10	31	-	9	57	13	74	187	9	3	2	13	104	97
	32%	25%	38%	-%	27%	29%	42%	32%	31%	41% a	39%	32%	39% a	30%	34%
Signed for 2nd Class	161	15	21	2	6	46	11	58	151	6	2	2	10	83	78
	25%	39% e	26%	19%	19%	24%	36%	25%	25%	29%	21%	44%	29%	24%	27%
Parcelforce Worldwide	103	5	16	1	3	34	2	40	98	2	1	1	4	59	43
	16%	12%	20%	7%	9%	18%	7%	18%	16%	10%	18%	16%	13%	17%	15%
International standard mail (previously Airmail)	68	5	11	-	*	15	4	30	63	3	1	1	5	35	33
	11%	12%	14% d	-%	1%	8%	14%	13% d	10%	14%	18%	16%	16%	10%	12%
International Signed	41	*	3	-	*	16	*	19	38	1	1	*	2	23	18
	6%	1%	4%	-%	1%	8%	1%	8%	6%	5%	14% b	8%	7%	6%	6%
International Tracked (previously Aisre)	40	-	6	-	-	13	1	19	38	1	1	-	2	22	18
	6%	-%	7%	-%	-%	6%	5%	8%	6%	5%	12%	-%	6%	6%	6%
International Tracked and Signed	29	-	4	-	*	10	*	14	27	1	1	*	2	13	16
	5%	-%	4%	-%	1%	5%	1%	6%	4%	3%	14% ab	10%	6%	4%	5%
International Economy (previously surface mail)	14	2	2	1	-	4	-	5	13	*	*	*	1	6	8
	2%	4%	2%	12%	-%	2%	-%	2%	2%	2%	2%	7%	3%	2%	3%
None of these (DO NOT READ OUT)	72	2	12	2	7	24	*	22	70	1	1	*	3	53	19
	11%	5%	15%	19%	21% ag	12%	2%	10%	12%	6%	14%	4%	8%	15% b	7%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	4%	*%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 26 (continuation)

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QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	675	246	43	47	31	382	293	57	325	293	248	128	97	93	47	41	1
Weighted total	635	293	36	27	7	414	220	71	344	220	308	113	85	56	35	14	*
Standard 1st Class	338	165	18	12	4	236	102	40	196	102	165	60	43	31	24	7	-
	53%	56%	50%	45%	61%	57%	46%	57%	57%	46%	54%	53%	50%	55%	68%	47%	-%
						b			c						cf		
Standard 2nd Class	290	150	14	8	3	188	102	34	154	102	124	58	46	27	21	6	*
	46%	51%	39%	31%	42%	45%	46%	48%	45%	46%	40%	51%	55%	49%	61%	45%	100%
		c										a	a		a		
Signed for 1st Class	282	117	17	13	2	202	81	31	171	81	142	58	34	23	12	6	-
	45%	40%	48%	48%	30%	49%	37%	43%	50%	37%	46%	52%	40%	40%	35%	41%	-%
						b			c								
Special Delivery Guaranteed by 1pm	200	81	20	8	1	113	88	7	106	88	80	49	28	17	13	7	-
	32%	28%	55%	30%	20%	27%	40%	10%	31%	40%	26%	44%	33%	31%	37%	50%	-%
			acd				a		a	ab		a				ad	
Signed for 2nd Class	161	77	9	6	1	105	55	21	85	55	80	25	21	18	10	4	-
	25%	26%	25%	22%	18%	25%	25%	30%	25%	25%	26%	22%	25%	33%	29%	30%	-%
Parcelforce Worldwide	103	46	2	2	1	55	47	10	46	47	56	16	9	5	6	3	-
	16%	16%	7%	9%	15%	13%	21%	14%	13%	21%	18%	14%	11%	9%	16%	23%	-%
						a				b	d					d	
International standard mail (previously Airmail)	68	27	*	3	1	24	44	*	23	44	27	7	9	11	9	3	-
	11%	9%	1%	10%	13%	6%	20%	1%	7%	20%	9%	6%	11%	20%	26%	23%	-%
					b		a			ab				ab	abc	ab	
International Signed	41	12	1	3	1	14	27	*	13	27	15	10	3	3	4	3	-
	6%	4%	4%	10%	9%	3%	12%	1%	4%	12%	5%	9%	4%	5%	13%	22%	-%
						a				ab					ac	abcd	
International Tracked (previously Airmail)	40	11	-	2	1	15	24	*	15	24	16	10	1	5	4	2	-
	6%	4%	-%	7%	9%	4%	11%	1%	4%	11%	5%	9%	2%	10%	12%	16%	-%
					b		a			ab		c		c	c	ac	
International Tracked and Signed	29	8	-	*	1	12	17	2	11	17	15	4	*	6	*	2	-
	5%	3%	-%	1%	13%	3%	7%	2%	3%	7%	5%	4%	1%	11%	1%	15%	-%
					abc		a			b	c			abce		abce	
International Economy (previously surface mail)	14	2	2	*	*	5	9	-	5	9	7	3	1	1	*	2	-
	2%	1%	4%	1%	2%	1%	4%	-%	1%	4%	2%	3%	1%	1%	1%	13%	-%
			a				a			b						abcde	
None of these (DO NOT READ OUT)	72	35	3	8	1	38	34	9	29	34	36	5	8	12	3	2	-
	11%	12%	8%	31%	16%	9%	16%	12%	9%	16%	12%	4%	10%	21%	10%	16%	-%
				ab			a			b	b			abc		b	
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	1%	-%	-%	-%	2%	-%	1%	-%	-%	1%	-%	-%	-%	-%	1%	-%	-%
					a												

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
a	b	c	d		a	b	a	b	c	a	b	c	d	e	f	g
675	246	43	47	31	382	293	57	325	293	248	128	97	93	47	41	1
635	293	36	27	7	414	220	71	344	220	308	113	85	56	35	14	*
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 26 (continuation)

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QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	675	479	74	50	33	31	581	94	536	139	413	245	17
Weighted total	635	468	56	48	31	25	543	92	502	132	379	240	15
Standard 1st Class	338	261	26	20	15	15	311	27	290	48	223	112	3
	53%	56%	46%	41%	48%	62%	57%	29%	58%	36%	59%	47%	19%
		c					b		b		b		
Standard 2nd Class	290	219	26	20	13	10	267	23	241	49	195	90	5
	46%	47%	46%	43%	43%	42%	49%	25%	48%	37%	52%	37%	30%
							b		b		b		
Signed for 1st Class	282	229	22	18	9	5	261	21	241	42	194	82	6
	45%	49%	39%	37%	28%	20%	48%	23%	48%	31%	51%	34%	39%
		de					b		b		b		
Special Delivery													
Guaranteed by 1pm	200	147	12	21	11	9	186	14	168	32	128	70	3
	32%	31%	22%	45%	36%	36%	34%	15%	34%	24%	34%	29%	17%
				b			b		b				
Signed for 2nd Class	161	123	12	16	3	7	145	16	135	26	115	42	4
	25%	26%	21%	34%	8%	26%	27%	17%	27%	20%	30%	17%	27%
		d		d							b		
Parcelforce Worldwide	103	63	11	7	8	14	79	23	68	34	43	55	5
	16%	13%	20%	14%	25%	55%	15%	26%	14%	26%	11%	23%	30%
					abcd		a		a		a		
International standard mail (previously Airmail)	68	32	15	10	4	8	56	12	48	20	36	32	1
	11%	7%	27%	20%	12%	33%	10%	13%	10%	15%	9%	13%	4%
			a	a		ad							
International Signed	41	19	6	7	3	6	34	7	28	12	19	21	1
	6%	4%	10%	15%	10%	24%	6%	7%	6%	9%	5%	9%	6%
			a	a		a							
International Tracked (previously Airsure)	40	20	7	7	2	4	33	7	26	13	20	20	1
	6%	4%	13%	14%	6%	16%	6%	7%	5%	10%	5%	8%	4%
			a	a		a				a			
International Tracked and Signed	29	19	4	*	2	3	25	4	19	10	11	18	-
	5%	4%	8%	1%	7%	13%	5%	4%	4%	8%	3%	8%	-%
						ac				a		a	
International Economy (previously surface mail)	14	7	4	1	1	2	8	6	6	8	6	8	*
	2%	1%	7%	1%	5%	7%	1%	7%	1%	6%	2%	3%	3%
			a			a		a		a			
None of these (DO NOT READ OUT)	72	39	11	8	6	4	38	35	30	42	18	49	5
	11%	8%	20%	16%	18%	17%	7%	38%	6%	32%	5%	20%	34%
			a				a			a		a	
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 26 (continuation)

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QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
675	a	b	c	d	e	a	b	a	b	a	b	*c
479	479	74	50	33	31	581	94	536	139	413	245	17
635	468	56	48	31	25	543	92	502	132	379	240	15
-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	675	287	141	242	622	536	638	675	266	261	485	391	13	262	328	649	121
Weighted total	635	269	127	228	572	476	590	635	220	247	425	379	7	239	315	599	83
Standard 1st Class	338	143	70	120	314	278	325	338	119	122	223	185	4	144	156	332	46
	53%	53%	55%	53%	55%	58% f	55%	53%	54%	49%	52%	49%	65%	60% a	49%	55%	55%
Standard 2nd Class	290	120	63	100	268	235	280	290	97	102	190	151	4	133	124	281	46
	46%	45%	49%	44%	47%	49% f	47%	46%	44%	41%	45%	40%	64%	56% a	39%	47% a	56% a
Signed for 1st Class	282	132	54	91	263	210	267	282	101	95	197	147	1	131	166	267	45
	45%	49% c	43%	40%	46% f	44%	45%	45%	46%	38%	46% f	39%	15%	55% a	53% b	45%	55% b
Special Delivery Guaranteed by 1pm	200	72	37	91	180	161	188	200	69	77	145	110	1	86	136	190	38
	32%	27%	29%	40% ab	31%	34%	32%	32%	31%	31%	34%	29%	11%	36%	43% b	32%	46% b
Signed for 2nd Class	161	76	35	47	153	126	157	161	50	61	113	85	1	75	95	158	25
	25%	28% c	27%	21%	27%	26%	27%	25%	23%	25%	26%	22%	12%	32% a	30%	26%	30%
Parcelforce Worldwide	103	37	19	47	80	69	89	103	30	69	68	81	*	21	63	91	26
	16%	14%	15%	20% a	14%	15%	15%	16%	14%	28% abcdeg	16%	21% c	6%	9%	20%	15%	32% ab
International standard mail (previously Airmail)	68	16	7	43	58	57	64	68	21	45	51	49	1	19	41	65	33
	11%	6%	5%	19% ab	10%	12%	11%	11%	9%	18% abcdeg	12%	13%	9%	8%	13%	11%	40% ab
International Signed	41	6	10	24	33	28	35	41	14	24	32	33	*	5	33	35	23
	6%	2%	8% a	11% a	6%	6%	6%	6%	6%	10% abc	7%	9% c	3%	2%	11% b	6%	27% ab
International Tracked (previously Airmail)	40	10	8	22	32	28	35	40	11	24	32	31	-	6	31	34	17
	6%	4%	7%	9% a	6%	6%	6%	6%	5%	10% a	8%	8% c	-% c	2%	10% b	6%	21% ab
International Tracked and Signed	29	3	8	18	23	17	25	29	11	16	26	23	*	3	21	21	12
	5%	1%	6% a	8% a	4%	4%	4%	5%	5%	6%	6%	6% c	3%	1%	7% b	3%	15% ab
International Economy (previously surface mail)	14	7	3	4	14	8	14	14	5	9	12	12	1	1	10	14	3
	2%	3%	2%	2%	2%	2%	2%	2%	2%	4%	3%	3% c	21%	*%	3%	2%	4%
None of these (DO NOT READ OUT)	72	39	9	24	59	49	61	72	24	34	51	56	-	12	36	60	10
	11%	14% b	7%	11%	10%	10%	10%	11%	11%	14%	12%	15% c	-% c	5%	11%	10%	13%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
675	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
635	287	141	242	622	536	638	675	266	261	485	391	13	262	328	649	121
	269	127	228	572	476	590	635	220	247	425	379	7	239	315	599	83
*	-	-	*	*	*	*	*	-	-	-	-	-	*	-	*	-
*%	-%	-%	*%	*%	*%	*%	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	675	526	474	80	19	553	668	618	671	624	666	-	418	663	136	131	458	84
Weighted total	635	480	424	78	21	513	627	558	630	575	627	-	400	624	117	127	416	88
Standard 1st Class	338	302	229	44	9	280	337	306	338	312	336	-	212	335	67	68	225	42
	53%	63%	54%	57%	43%	55%	54%	55%	54%	54%	54%	-%	53%	54%	58%	53%	54%	48%
Standard 2nd Class	290	219	252	52	6	229	289	258	289	261	287	-	177	285	59	62	182	46
	46%	46%	59%	66%	27%	45%	46%	46%	46%	45%	46%	-%	44%	46%	51%	48%	44%	52%
Signed for 1st Class	282	233	187	39	6	231	277	251	279	263	281	-	188	279	66	50	197	32
	45%	48%	44%	50%	28%	45%	44%	45%	44%	46%	45%	-%	47%	45%	57%	39%	48%	36%
Special Delivery Guaranteed by 1pm	200	164	138	32	12	153	200	181	200	176	199	-	139	196	50	49	130	19
	32%	34%	32%	41%	56%	30%	32%	32%	32%	31%	32%	-%	35%	31%	43%	38%	31%	22%
Signed for 2nd Class	161	116	135	28	3	126	156	151	158	148	160	-	109	159	38	32	105	24
	25%	24%	32%	35%	13%	25%	25%	27%	25%	26%	26%	-%	27%	26%	32%	25%	25%	27%
Parcelforce Worldwide	103	78	66	21	6	69	103	90	103	98	103	-	68	101	35	26	63	14
	16%	16%	16%	27%	26%	13%	16%	16%	16%	17%	16%	-%	17%	16%	30%	20%	15%	16%
International standard mail (previously Airmail)	68	52	56	14	2	50	67	62	68	64	67	-	43	68	29	20	39	10
	11%	11%	13%	18%	9%	10%	11%	11%	11%	11%	11%	-%	11%	11%	25%	16%	9%	11%
International Signed	41	28	28	4	4	33	40	38	41	36	41	-	25	41	22	15	22	1
	6%	6%	6%	5%	18%	6%	6%	7%	6%	6%	6%	-%	6%	6%	18%	11%	5%	1%
International Tracked (previously Airmail)	40	24	29	6	3	32	39	38	40	35	40	-	23	40	17	12	22	3
	6%	5%	7%	8%	13%	6%	6%	7%	6%	6%	6%	-%	6%	6%	14%	9%	5%	4%
International Tracked and Signed	29	14	15	5	1	23	28	25	29	24	29	-	10	29	8	9	15	2
	5%	3%	3%	6%	7%	5%	5%	5%	5%	4%	5%	-%	3%	5%	7%	7%	4%	2%
International Economy (previously surface mail)	14	10	10	2	-	8	14	14	14	14	14	-	6	14	2	7	3	4
	2%	2%	2%	3%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	2%	6%	1%	4%
None of these (DO NOT READ OUT)	72	37	36	7	5	55	71	58	71	62	69	-	46	69	11	13	45	14
	11%	8%	8%	9%	22%	11%	11%	10%	11%	11%	11%	-%	12%	11%	9%	10%	11%	16%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	-	-	-	-	*	-	-	*	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
675	a 526	b 474	a 80	b 19	c 553	a 668	b 618	c 671	d 624	e 666	f -	a 418	b 663	c 136	a 131	b 458	c 84
635	480	424	78	21	513	627	558	630	575	627	-	400	624	117	127	416	88
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 26 (continuation)

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QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	675	102	68	499	437	238	637	38	510	38	156	502	48	186
Weighted total	635	108	61	458	394	240	598	37	473	37	142	477	49	178
Standard 1st Class	338	56	33	245	199	139	318	20	255	22	79	256	23	84
	53%	52%	53%	53%	51%	58%	53%	54%	54%	60%	55%	54%	46%	47%
Standard 2nd Class	290	52	41	193	182	108	281	9	210	20	73	212	23	65
	46%	48%	67% ac	42%	46%	45%	47% b	24%	44%	53%	51%	44%	47%	37%
Signed for 1st Class	282	42	25	211	179	104	265	17	216	24	71	205	13	64
	45%	38%	41%	46%	45%	43%	44%	47%	46%	66% a	50%	43%	27%	36%
Special Delivery Guaranteed by 1pm	200	34	19	146	103	97	187	13	147	13	53	144	16	50
	32%	32%	30%	32%	26%	40% a	31%	36%	31%	35%	38%	30%	33%	28%
Signed for 2nd Class	161	28	16	118	97	64	153	8	114	19	40	117	9	32
	25%	26%	25%	26%	25%	27%	26%	23%	24%	52% a	28%	24%	18%	18%
Parcelforce Worldwide	103	20	17	65	61	42	94	9	72	7	29	69	10	45
	16%	19%	28% c	14%	15%	17%	16%	23%	15%	20%	20%	14%	20%	25%
International standard mail (previously Airmail)	68	22	11	32	39	29	67	1	51	6	25	43	10	21
	11%	20% c	17% c	7%	10%	12%	11%	3%	11%	16%	18% b	9%	20%	12%
International Signed	41	11	5	24	21	19	41	-	38	*	12	28	8	11
	6%	10% c	8%	5%	5%	8%	7%	-%	8%	1%	8%	6%	17% b	6%
International Tracked (previously Airmail)	40	12	2	26	23	17	40	-	35	2	13	26	10	8
	6%	11%	4%	6%	6%	7%	7%	-%	7%	4%	9%	5%	20% b	4%
International Tracked and Signed	29	9	1	19	20	8	29	*	27	*	8	21	9	7
	5%	8% b	1%	4%	5%	3%	5%	*%	6%	1%	5%	4%	17% b	4%
International Economy (previously surface mail)	14	4	2	8	10	4	14	*	10	-	7	6	4	1
	2%	4%	3%	2%	3%	2%	2%	*%	2%	-%	5% b	1%	8% b	1%
None of these (DO NOT READ OUT)	72	19	7	44	51	22	70	2	55	1	13	54	13	30
	11%	18% c	11%	10%	13%	9%	12%	6%	12%	2%	9%	11%	26%	17%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?

Base: All who regularly send parcels and packets

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
675	a	b	c	a	b	a	b	a	b	a	b	a	b
635	102	68	499	437	238	637	38	510	38	156	502	48	186
	108	61	458	394	240	598	37	473	37	142	477	49	178
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Ofcom; Business Postal Tracker

Table 26 (continuation)

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QV6a.1 Which, if any, of the following Royal Mail parcel delivery services does your organisation use to send out parcels?
Base: All who regularly send parcels and packets

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	*b	a	b	c	d
Unweighted total	675	207	5	153	151	174	197
Weighted total	635	201	7	155	149	145	185
Standard 1st Class	338	96	*	102	70	75	92
	53%	48%	6%	66%	47%	52%	50%
				bcd			
Standard 2nd Class	290	78	*	86	69	59	76
	46%	39%	6%	55%	46%	41%	41%
				cd			
Signed for 1st Class	282	68	*	70	62	61	90
	45%	34%	6%	45%	41%	42%	49%
Special Delivery Guaranteed by 1pm	200	53	3	80	30	37	54
	32%	26%	42%	51%	20%	25%	29%
				bcd			b
Signed for 2nd Class	161	35	*	45	35	29	52
	25%	18%	6%	29%	24%	20%	28%
				c			
Parcellforce Worldwide	103	51	-	28	27	21	27
	16%	25%	-%	18%	18%	15%	14%
International standard mail (previously Airmail)	68	29	2	29	16	9	14
	11%	14%	23%	19%	11%	6%	8%
				bcd			
International Signed	41	19	-	14	8	5	13
	6%	10%	-%	9%	5%	4%	7%
				c			
International Tracked (previously Airture)	40	15	-	11	9	8	12
	6%	8%	-%	7%	6%	5%	7%
International Tracked and Signed	29	14	1	-	5	9	15
	5%	7%	18%	-%	3%	6%	8%
					a	a	a
International Economy (previously surface mail)	14	5	-	-	4	3	7
	2%	2%	-%	-%	3%	2%	4%
					a		a
None of these (DO NOT READ OUT)	72	36	2	9	24	15	24
	11%	18%	34%	6%	16%	11%	13%
					a		a
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters

Base: All Respondents who send LETTERS regularly

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1492	74	128	75	88	110	135	101	112	92	203	185	189	915
Weighted total	1491	81	148	155	82	109	263	218	129	99	76	66	64	1285
Standard delivery	1455	80	145	145	82	104	257	218	124	98	75	63	64	1253
	98%	98%	98%	93%	100%	96%	98%	100%	96%	99%	99%	95%	99%	98%
					c			cek			ck		cehk	c
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	153	7	14	24	5	16	28	26	9	9	5	5	5	139
	10%	8%	9%	16%	6%	15%	11%	12%	7%	9%	7%	7%	7%	11%
				jkl		jkl								
Urgent delivery (send / receive mail that needs to arrive rapidly)	83	6	7	20	2	3	14	13	8	1	3	2	4	73
	6%	7%	5%	13%	2%	3%	5%	6%	6%	1%	4%	4%	6%	6%
		i		bdefijk				i	i				i	i
International delivery	66	5	4	8	3	10	9	16	1	1	4	2	4	56
	4%	6%	3%	5%	4%	9%	3%	7%	1%	1%	5%	4%	6%	4%
		i				bhim		hi					hi	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	49	4	3	10	2	3	5	8	4	3	3	2	2	42
	3%	5%	2%	6%	2%	3%	2%	4%	3%	3%	5%	2%	4%	3%
Cross-Border Delivery	18	-	-	-	-	-	-	-	-	-	-	-	18	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	28%	-%
													abcdefgh	
													ijklm	
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	2	-	-	-	*	-	-	-	2	-	-	-	-	2
	*%	-%	-%	-%	*%	-%	-%	-%	1%	-%	-%	-%	-%	*%
									m					
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	230	9	20	44	7	18	42	36	17	13	8	7	8	206
	15%	11%	13%	29%	9%	17%	16%	16%	13%	13%	10%	11%	13%	16%
				abdfhij										j
				klm										
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 27 (continuation)

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QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters

Base: All Respondents who send LETTERS regularly

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1492	119	154	23	128	327	74	628	1118	240	85	49	374	743	749
Weighted total	1491	116	128	22	135	330	80	637	1430	39	14	8	61	760	731
Standard delivery	1455	116	126	20	130	325	78	617	1395	39	14	8	60	741	714
	98%	100%	99%	92%	96%	98%	98%	97%	98%	99%	98%	100%	99%	97%	98%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	153	7	14	2	27	12	19	65	146	4	3	1	7	89	64
	10%	6%	11% e	8%	20% abeg	4%	24% abeg	10% e	10%	10%	19% ab	8%	12%	12%	9%
Urgent delivery (send / receive mail that needs to arrive rapidly)	83	3	7	*	3	11	8	49	78	2	2	1	5	50	33
	6%	3%	6%	2%	2%	3%	10% ade	8% ade	5%	6%	13% ab	8%	8%	7%	5%
International delivery	66	5	7	2	4	7	6	33	60	4	2	1	6	28	38
	4%	5%	6% e	11%	3%	2%	7% e	5% e	4%	9% a	14% a	11% a	11% a	4%	5%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	49	3	9	*	7	8	2	19	46	2	1	*	3	23	26
	3%	2%	7% eg	2%	5%	2%	3%	3%	3%	5%	6%	6%	5%	3%	4%
Cross-Border Delivery	18	1	2	-	1	4	*	8	16	2	*	*	2	9	9
	1%	1%	2%	-%	1%	1%	%	1%	1%	4% a	3%	3%	4% a	1%	1%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	%	-%	-%	-%	-%	-%	-%	%	-%	%	-%	-%	%	%	-%
None of these (DO NOT READ OUT)	2	-	2	-	*	-	-	-	2	*	-	-	*	2	-
	%	-%	1% eg	-%	%	-%	-%	-%	%	1%	-%	-%	%	%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	230	9	20	2	30	26	26	109	219	6	4	1	11	138	92
	15%	8%	16% ae	10%	22% ae	8%	33% abeg	17% ae	15%	15%	28% abde	12%	17%	18% b	13%

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters

Base: All Respondents who send LETTERS regularly

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1492	585	72	95	45	1107	385	408	699	385	731	269	180	169	76	61	3
Weighted total	1491	690	68	70	15	1212	279	479	732	279	870	254	157	121	61	23	3
Standard delivery	1455	675	68	68	15	1180	275	466	714	275	843	251	156	117	61	23	3
	98%	98%	99%	97%	99%	97%	99%	97%	97%	99%	97%	99%	100%	97%	100%	100%	100%
													ad				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	153	76	8	3	1	132	21	42	90	21	96	22	17	8	6	3	-
	10%	11%	11%	5%	4%	11%	8%	9%	12%	8%	11%	9%	11%	7%	10%	15%	-%
									c								
Urgent delivery (send / receive mail that needs to arrive rapidly)	83	39	2	4	1	67	16	19	48	16	54	11	4	5	7	2	-
	6%	6%	2%	6%	4%	6%	6%	4%	7%	6%	6%	4%	2%	4%	12%	10%	-%
											c				bcd	c	
International delivery	66	28	2	4	2	37	29	6	31	29	21	12	12	13	6	3	-
	4%	4%	3%	6%	12% a	3%	10% a	1%	4% a	10% ab	2%	5%	7% a	10% ab	9% a	14% ab	-%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	49	24	4	2	1	40	9	17	23	9	32	7	2	4	2	1	*
	3%	3%	5%	4%	6%	3%	3%	4%	3%	3%	4%	3%	1%	4%	3%	5%	6%
Cross-Border Delivery	18	6	1	2	1	11	7	2	9	7	4	4	4	2	3	1	-
	1%	1%	1%	2%	6% a	1%	3% a	%	1%	3% a	%	2% a	2% a	1%	5% a	4% a	-%
Other (PLEASE SPECIFY)	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-
	%	-%	-%	%	-%	-%	%	-%	-%	%	-%	-%	-%	-%	-%	%	-%
None of these (DO NOT READ OUT)	2	-	-	*	-	2	-	-	2	-	*	-	-	-	-	-	-
	%	-%	-%	%	-%	%	-%	-%	%	-%	%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	230	114	9	9	1	198	32	59	139	32	151	35	19	11	9	4	*
	15%	17%	14%	12%	9%	16% b	12%	12%	19% ac	12%	17% d	14%	12%	9%	15%	19% d	6%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters

Base: All Respondents who send LETTERS regularly

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1492	571	68	49	28	26	1400	92	1357	135	1214	257	21
Weighted total	1491	547	47	49	25	16	1405	86	1369	122	1231	245	15
Standard delivery	1455	528	46	49	25	16	1371	84	1337	118	1201	240	14
	98%	97%	96%	100%	100%	100%	98%	98%	98%	97%	98%	98%	89%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	153	65	3	-	2	*	149	5	141	12	130	20	3
	10%	12%	6%	-%	8%	3%	11%	6%	10%	10%	11%	8%	19%
Urgent delivery (send / receive mail that needs to arrive rapidly)	83	29	3	4	1	1	76	6	74	9	65	18	*
	6%	5%	6%	8%	3%	5%	5%	8%	5%	7%	5%	7%	1%
International delivery	66	35	2	3	6	2	62	5	61	5	41	25	*
	4%	6%	5%	6%	22%	13%	4%	6%	4%	4%	3%	10%	1%
												a	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	49	20	2	*	1	1	49	-	46	3	40	9	-
	3%	4%	5%	*%	3%	5%	3%	-%	3%	3%	3%	4%	-%
Cross-Border Delivery	18	9	2	*	*	*	17	1	16	2	13	4	1
	1%	2%	4%	*%	2%	3%	1%	2%	1%	2%	1%	2%	5%
Other (PLEASE SPECIFY)	*	-	*	-	-	-	*	-	*	-	-	*	-
	*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	2	2	-	-	-	-	*	2	*	2	*	-	2
	*%	*%	-%	-%	-%	-%	*%	2%	*%	1%	*%	-%	10%
								a		a			
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	230	94	5	4	2	1	219	11	209	21	185	42	3
	15%	17%	11%	9%	8%	7%	16%	13%	15%	17%	15%	17%	20%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 27 (continuation)

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QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters

Base: All Respondents who send LETTERS regularly

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1492	814	262	409	1492	962	1492	622	508	263	1070	378	17	344	440	1469	159
Weighted total	1491	813	252	413	1491	892	1491	572	452	246	1035	354	10	317	442	1467	104
Standard delivery	1455	799	242	403	1455	865	1455	552	442	236	1014	343	10	310	407	1455	96
	98%	98%	96%	97%	98%	97%	98%	96%	98%	96%	98%	97%	100%	98%	92%	99%	93%
		b									df					ac	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	153	78	32	44	153	109	153	61	43	22	119	29	2	35	153	141	30
	10%	10%	13%	11%	10%	12%	10%	11%	9%	9%	11%	8%	25%	11%	35%	10%	29%
															b		b
Urgent delivery (send / receive mail that needs to arrive rapidly)	83	33	12	38	83	58	83	33	32	14	68	17	*	20	83	79	13
	6%	4%	5%	9%	6%	6%	6%	6%	7%	6%	7%	5%	2%	6%	19%	5%	13%
				ab											b		b
International delivery	66	23	12	31	66	57	66	42	20	21	54	22	3	23	42	62	66
	4%	3%	5%	7%	4%	6%	4%	7%	4%	9%	5%	6%	28%	7%	9%	4%	64%
				a		ac		ace		aceg					b		ab
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	49	29	6	14	49	31	49	20	14	5	39	10	*	14	49	42	9
	3%	4%	2%	3%	3%	4%	3%	3%	3%	2%	4%	3%	2%	4%	11%	3%	9%
															b		b
Cross-Border Delivery	18	11	2	5	18	14	18	11	6	7	15	7	-	4	9	18	18
	1%	1%	1%	1%	1%	2%	1%	2%	1%	3%	1%	2%	-%	1%	2%	1%	17%
																	ab
Other (PLEASE SPECIFY)	*	-	-	*	*	*	*	-	-	-	*	-	-	*	-	*	-
	*%	-%	-%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	2	*	-	2	2	2	2	2	-	2	*	2	-	-	2	*	2
	*%	*%	-%	*%	*%	*%	*%	*%	-%	1%	*%	*%	-%	-%	*%	*%	2%
										g					b		b
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	230	113	44	74	230	162	230	91	70	35	177	47	3	52	230	211	40
	15%	14%	17%	18%	15%	18%	15%	16%	15%	14%	17%	13%	29%	16%	52%	14%	39%
															bc		b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 27 (continuation)

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QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters

Base: All Respondents who send LETTERS regularly

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1492	1170	1022	130	35	1297	1473	1300	1477	1166	1461	-	764	1465	194	178	1120	191
Weighted total	1491	1170	975	129	41	1298	1465	1277	1470	1140	1462	-	763	1466	166	166	1125	195
Standard delivery	1455	1158	969	125	39	1269	1431	1246	1436	1111	1426	-	737	1436	162	162	1101	191
	98%	99%	99%	97%	96%	98%	98%	98%	98%	97%	98%	-%	97%	98% a	97%	97%	98%	98%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	153	124	88	15	6	131	150	130	150	130	148	-	106	149	36	21	99	29
	10%	11%	9%	12%	14%	10%	10%	10%	10%	11%	10%	-%	14% b	10%	22% ab	13%	9%	15% b
Urgent delivery (send / receive mail that needs to arrive rapidly)	83	70	53	8	5	72	83	78	83	74	83	-	65	80	23	11	60	12
	6%	6%	5%	6%	12%	6%	6%	6%	6%	6%	6%	-%	9% b	5%	14% ab	7%	5%	6% 6%
International delivery	66	56	52	12	2	52	66	63	66	58	66	-	52	66	45	11	41	15
	4%	5%	5%	9% c	6%	4%	5%	5%	5%	5%	5%	-%	7% b	5%	27% ab	7%	4%	8% b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	49	39	26	4	*	45	49	43	49	39	49	-	31	46	18	6	37	6
	3%	3%	3%	3%	%	4%	3%	3%	3%	3%	3%	-%	4%	3%	11% ab	4%	3%	3%
Cross-Border Delivery	18	15	13	2	*	15	18	16	18	16	18	-	11	17	14	2	14	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	8% ab	1%	1%	1%
Other (PLEASE SPECIFY)	*	*	-	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	%	%	-%	%	-%	-%	%	%	%	%	%	-%	%	%	-%	-%	%	-%
None of these (DO NOT READ OUT)	2	*	*	*	-	-	*	*	*	2	2	-	*	2	*	-	2	*
	%	%	%	%	-%	-%	%	%	%	%	%	-%	%	%	%	-%	%	%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	230	188	132	22	10	198	227	202	227	193	225	-	161	220	54	32	154	39
	15%	16%	14%	17%	25%	15%	15%	16%	15%	17%	15%	-%	21% b	15%	32% ab	19% b	14%	20% b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 27 (continuation)

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QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters

Base: All Respondents who send LETTERS regularly

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1492	113	89	1275	971	521	1371	121	1169	73	271	1200	43	203
Weighted total	1491	119	75	1285	948	543	1353	138	1140	75	277	1198	40	189
Standard delivery	1455	116	72	1256	922	533	1319	136	1110	75	271	1171	40	183
	98%	97%	97%	98%	97%	98%	97%	99%	97%	100%	98%	98%	100%	97%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	153	14	6	133	96	58	147	7	110	12	38	112	5	17
	10%	11%	9%	10%	10%	11%	11%	5%	10%	17%	14%	9%	11%	9%
							b				b			
Urgent delivery (send / receive mail that needs to arrive rapidly)	83	10	6	67	64	19	76	7	60	5	18	65	5	13
	6%	8%	8%	5%	7%	3%	6%	5%	5%	7%	6%	5%	12%	7%
					b									
International delivery	66	11	8	47	40	26	65	1	47	8	27	39	6	19
	4%	9%	11%	4%	4%	5%	5%	1%	4%	11%	10%	3%	16%	10%
		c	c							a	b			
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	49	3	2	43	38	12	48	1	41	6	9	40	1	8
	3%	3%	2%	3%	4%	2%	4%	1%	4%	8%	3%	3%	2%	5%
Cross-Border Delivery	18	1	1	15	12	6	17	1	15	-	3	15	-	5
	1%	1%	2%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	2%
Other (PLEASE SPECIFY)	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%
None of these (DO NOT READ OUT)	2	2	-	*	2	-	2	-	-	*	*	-	-	2
	*%	1%	-%	*%	*%	-%	*%	-%	-%	*%	*%	-%	-%	1%
		c												
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	230	20	12	196	154	76	219	11	169	19	54	173	9	33
	15%	17%	16%	15%	16%	14%	16%	8%	15%	26%	19%	14%	23%	18%
							b			a	b			

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 27 (continuation)

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QV6b1. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Letters

Base: All Respondents who send LETTERS regularly

Significance Level: 95%

Unweighted total

Weighted total

Standard delivery

Tracked service (send /
receive mail for which
you need to be able to
monitor its progress
through the postal
system)

Urgent delivery (send /
receive mail that needs
to arrive rapidly)

International delivery

Timed delivery (send /
receive mail which is
guaranteed to arrive by
a specific time, e.g. by
9am next day or 1pm next
day delivery)

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

NET: Urgent / Tracked /
Timed Mail

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1492	215	5	358	365	381	388
1491	198	7	362	361	381	387
1455	194	7	359	350	368	378
98%	98%	100%	99%	97%	97%	98%
			bc			
153	16	1	40	40	38	35
10%	8%	18%	11%	11%	10%	9%
83	14	-	17	23	21	22
6%	7%	-%	5%	6%	6%	6%
66	23	2	26	13	15	13
4%	12%	23%	7%	4%	4%	3%
			bd			
49	9	-	21	10	8	11
3%	4%	-%	6%	3%	2%	3%
			bcd			
18	4	-	4	4	5	4
1%	2%	-%	1%	1%	1%	1%
*	*	-	*	-	-	-
*%	*%	-%	*%	-%	-%	-%
2	2	-	-	2	-	-
*%	1%	-%	-%	*%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
230	34	1	63	61	52	54
15%	17%	18%	17%	17%	14%	14%

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters

Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	991	46	95	50	58	66	93	65	67	59	129	123	140	599
Weighted total	919	48	105	100	47	59	165	133	69	59	46	41	47	785
Standard delivery	872	48	100	93	46	51	160	128	61	56	44	38	46	743
	95%	100% eh	95% e	93% eh	99% eh	86% eh	97% eh	96% e	88% eh	96% eh	97% eh	94% eh	97% eh	95% eh
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	123	1	9	23	2	15	26	19	9	9	3	4	4	112
	13%	3%	8% abdjkl	23% ad	5% abdjklm	25% ad	16% ad	14% ad	12% ad	16% ad	8% ad	9% ad	8% ad	14% ad
Urgent delivery (send / receive mail that needs to arrive rapidly)	68	7	5	10	2	4	13	13	3	*	3	2	4	58
	7%	14% bik	5% i	10% i	4% i	7% i	8% i	10% i	5% i	*% i	7% i	5% i	8% i	7% i
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	1	2	5	2	1	6	16	*	3	2	1	2	36
	4%	1% abefhklm	2% abefhklm	5% abefhklm	4% abefhklm	3% abefhklm	3% abefhklm	12% abefhklm	*% abefhklm	5% abefhklm	5% abefhklm	3% abefhklm	4% abefhklm	5% abefhklm
International delivery	41	2	1	7	3	7	3	11	*	*	3	1	2	35
	4%	3% bh	1% bh	7% bh	6% bfhikm	12% bfhikm	2% bfhikm	8% bhi	*% bhi	1% bhi	6% bhi	3% bhi	5% bhi	4% bhi
Cross-Border Delivery	8	-	-	-	-	-	-	-	-	-	-	-	8	-
	1%	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	-% abcdefghijk	18% abcdefghijk	-% abcdefghijk
Other (PLEASE SPECIFY)	2	-	2	-	-	-	-	-	-	-	-	*	-	2
	*%	-% ijklm	1% ijklm	-% ijklm	-% ijklm	-% ijklm	-% ijklm	-% ijklm	-% ijklm	-% ijklm	-% ijklm	*% ijklm	-% ijklm	*% ijklm
None of these (DO NOT READ OUT)	9	-	-	-	*	1	-	2	4	-	-	-	-	9
	1%	-% bijklm	-% bijklm	-% bijklm	*% bijklm	2% bijklm	-% bijklm	2% bijklm	6% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	1% bijklm
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm	-% bijklm
NET: Urgent / Tracked / Timed Mail	179	7	14	31	5	17	36	26	11	12	7	6	7	159
	19%	15% bdjkl	13% bdjkl	31% bdjkl	11% bdjkl	28% bdjkl	22% bdjkl	20% bdjkl	17% bdjkl	20% bdjkl	14% bdjkl	15% bdjkl	14% bdjkl	20% bdjkl
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 28 (continuation)

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QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters

Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	991	63	109	16	91	202	60	424	687	190	69	45	304	511	480
Weighted total	919	59	84	13	91	196	66	387	869	31	12	7	49	473	445
Standard delivery	872	58	81	12	87	187	65	360	824	29	11	7	48	444	428
	95%	97%	96%	88%	95%	95%	99%	93%	95%	96%	96%	100%	96%	94%	96%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	123	9	12	1	14	13	20	52	117	3	2	*	6	69	53
	13%	15%	14%	9%	15%	7%	30%	13%	13%	11%	18%	6%	12%	15%	12%
		e	e		e		bdeg	e							
Urgent delivery (send / receive mail that needs to arrive rapidly)	68	3	7	*	4	7	7	39	63	3	1	*	4	36	31
	7%	4%	8%	3%	4%	3%	11%	10%	7%	9%	10%	6%	9%	8%	7%
							e	e							
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	1	7	-	3	5	1	24	37	3	1	1	4	21	20
	4%	1%	8%	-%	4%	2%	2%	6%	4%	9%	9%	9%	9%	4%	4%
			e					e		a			a		
International delivery	41	3	6	-	-	5	3	24	36	2	2	1	5	18	23
	4%	5%	7%	-%	-%	2%	5%	6%	4%	7%	16%	12%	9%	4%	5%
		d	d				d	de			ab	a	a		
Cross-Border Delivery	8	1	1	-	*	2	-	4	7	1	*	*	1	4	4
	1%	2%	1%	-%	*%	1%	-%	1%	1%	3%	2%	3%	3%	1%	1%
										a			a		
Other (PLEASE SPECIFY)	2	-	-	-	-	2	-	*	2	*	-	-	*	2	-
	*%	-%	-%	-%	-%	1%	-%	*%	*%	*%	-%	-%	*%	*%	-%
None of these (DO NOT READ OUT)	9	1	2	-	2	4	-	-	8	*	-	-	*	4	4
	1%	2%	2%	-%	2%	2%	-%	-%	1%	1%	-%	-%	*%	1%	1%
		g	g		g	g									
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	179	11	12	2	15	21	25	88	169	6	3	1	9	104	75
	19%	19%	15%	12%	17%	11%	38%	23%	19%	18%	25%	9%	18%	22%	17%
							abdeg	e			d			b	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 28 (continuation)

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QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters

Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	991	353	50	77	40	658	333	172	486	333	393	190	139	138	68	58	2
Weighted total	919	401	46	53	11	689	230	181	508	230	457	173	111	96	57	22	*
Standard delivery	872	381	46	48	11	654	217	169	486	217	427	168	109	92	52	22	*
	95%	95%	100%	91%	98%	95%	94%	93%	96%	94%	93%	97%	98%	95%	93%	100%	100%
			c										a			ae	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	123	50	7	5	1	95	28	17	78	28	65	18	16	13	6	4	-
	13%	13%	15%	9%	5%	14%	12%	10%	15%	12%	14%	11%	15%	13%	11%	17%	-%
Urgent delivery (send / receive mail that needs to arrive rapidly)	68	26	3	2	1	50	18	10	40	18	35	10	7	5	9	2	-
	7%	7%	7%	4%	5%	7%	8%	5%	8%	8%	8%	6%	6%	5%	16%	9%	-%
															abcd		
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	12	4	1	1	24	17	5	19	17	20	4	5	7	4	2	*
	4%	3%	8%	3%	9%	3%	7%	3%	4%	7%	4%	3%	4%	7%	7%	7%	54%
				a			a			ab				b			
International delivery	41	18	1	2	2	16	25	-	16	25	11	4	6	11	5	3	-
	4%	4%	1%	3%	14%	2%	11%	-%	3%	11%	2%	2%	6%	12%	9%	14%	-%
				abc			a		a	ab				ab	ab	ab	
Cross-Border Delivery	8	3	*	1	*	6	2	*	6	2	2	2	2	*	1	1	-
	1%	1%	-%	2%	3%	1%	1%	-%	1%	1%	-%	1%	2%	-%	1%	3%	-%
																a	
Other (PLEASE SPECIFY)	2	2	-	*	-	2	*	-	2	*	-	-	2	-	-	*	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%
													a				
None of these (DO NOT READ OUT)	9	3	-	3	-	6	3	-	6	3	4	3	-	*	-	-	-
	1%	1%	-%	6%	-%	1%	1%	-%	1%	1%	1%	2%	-%	-%	-%	-%	-%
				a													
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	179	80	8	6	1	136	43	26	110	43	94	26	26	17	11	5	*
	19%	20%	18%	11%	11%	20%	19%	14%	22%	19%	21%	15%	23%	17%	20%	20%	54%
									a								

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 28 (continuation)

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QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters

Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	991	445	64	39	26	27	920	71	885	106	759	218	14
Weighted total	919	411	46	33	21	19	859	60	827	91	710	199	10
Standard delivery	872	384	44	33	20	18	818	54	789	83	674	191	7
	95%	93%	95%	99%	93%	93%	95%	90%	95%	90%	95%	96%	70%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	123	66	4	-	4	1	118	4	109	14	94	26	3
	13%	16%	9%	-%	17%	5%	14%	7%	13%	15%	13%	13%	25%
		c											
Urgent delivery (send / receive mail that needs to arrive rapidly)	68	29	3	2	1	1	64	3	62	6	53	15	*
	7%	7%	6%	7%	5%	4%	7%	5%	7%	6%	7%	7%	2%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	20	1	6	1	1	39	2	37	4	33	7	1
	4%	5%	2%	17%	5%	5%	5%	3%	4%	5%	5%	3%	13%
				ab									
International delivery	41	20	5	3	5	2	34	7	34	7	18	20	3
	4%	5%	11%	10%	22%	10%	4%	11%	4%	7%	2%	10%	31%
			a					a				a	
Cross-Border Delivery	8	5	*	*	-	1	8	1	8	1	7	2	-
	1%	1%	*%	*%	-%	3%	1%	1%	1%	1%	1%	1%	-%
Other (PLEASE SPECIFY)	2	2	*	-	-	-	2	-	2	-	-	2	-
	*%	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%	1%	-%
												a	
None of these (DO NOT READ OUT)	9	5	-	-	*	1	6	3	4	4	4	3	2
	1%	1%	-%	-%	1%	7%	1%	5%	*%	5%	1%	1%	15%
								a		a			
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	179	89	7	6	4	1	170	8	160	18	138	37	4
	19%	22%	14%	17%	17%	6%	20%	14%	19%	20%	19%	19%	39%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 28 (continuation)

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QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters

Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	991	479	201	307	962	991	991	536	396	203	727	305	11	284	368	971	137
Weighted total	919	439	183	289	892	919	919	476	329	183	642	277	6	244	345	900	91
Standard delivery	872	414	175	274	848	872	872	446	317	168	614	259	6	230	302	872	84
	95%	94%	96%	95%	95%	95%	95%	94%	96% f	92%	96% f	94%	98%	94%	88%	97% ac	92%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	123	70	13	40	121	123	123	63	28	19	92	39	3	32	123	114	26
	13%	16% b	7%	14% b	14% e	13% e	13% e	13% e	9%	10%	14% e	14%	41%	13%	36% b	13%	28% b
Urgent delivery (send / receive mail that needs to arrive rapidly)	68	21	14	33	67	68	68	30	22	11	53	15	-	21	68	65	15
	7%	5%	8%	11% a	8%	7%	7%	6%	7%	6%	8%	5%	-%	9%	20% b	7%	16% b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	14	5	23	40	41	41	26	20	4	39	12	*	16	41	34	9
	4%	3%	3%	8% ab	4%	4%	4%	5%	6% f	2%	6% f	4%	3%	7%	12% b	4%	10% b
International delivery	41	15	5	21	37	41	41	35	15	21	26	22	3	10	27	38	41
	4%	4%	3%	7% ab	4%	4%	4%	7% abcbg	5%	11% abcbeg	4%	8% c	42%	4%	8% b	4%	45% ab
Cross-Border Delivery	8	4	1	3	8	8	8	6	3	3	7	3	-	3	5	8	8
	1%	1%	*%	1%	1%	1%	1%	1%	1%	2%	1%	1%	-%	1%	1%	1%	9% ab
Other (PLEASE SPECIFY)	2	-	2	*	2	2	2	-	2	-	2	2	-	*	-	2	-
	*%	-%	1% a	*% a	*%	*%	*%	-%	*%	-%	*%	1%	-%	*%	-%	*%	-%
None of these (DO NOT READ OUT)	9	4	2	3	7	9	9	7	1	7	7	7	-	-	4	6	2
	1%	1%	1%	1%	1%	1%	1%	1%	*% abcbeg	4%	1%	2% c	-%	-%	1%	1%	2%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	179	84	25	70	175	179	179	92	49	26	134	48	3	55	179	163	36
	19%	19%	14%	24% b	20% e	19% e	19% e	19%	15%	14%	21% ef	17%	44%	22%	52% bc	18%	40% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters

Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	991	821	686	100	29	844	982	937	985	835	978	-	559	975	150	145	714	128
Weighted total	919	768	608	87	35	783	911	858	913	761	907	-	528	903	125	130	664	120
Standard delivery	872	745	595	84	29	745	866	823	868	723	863	-	495	861	121	121	631	115
	95%	97%	98%	96%	84%	95%	95%	96%	95%	95%	95%	-%	94%	95%	97%	94%	95%	95%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	123	102	72	16	6	100	120	111	120	109	120	-	85	120	28	30	75	16
	13%	13%	12%	19%	16%	13%	13%	13%	13%	14%	13%	-%	16%	13%	23% b	23% bc	11%	14%
Urgent delivery (send / receive mail that needs to arrive rapidly)	68	60	41	5	5	59	68	67	68	54	67	-	53	66	19	8	51	9
	7%	8%	7%	6%	14%	8%	7%	8%	7%	7%	7%	-%	10%	7%	15% b	6%	8%	7%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	32	24	1	1	38	41	38	41	37	41	-	29	38	10	6	31	4
	4%	4%	4%	1%	2%	5%	4%	4%	4%	5%	5%	-%	5%	4%	8% b	5%	5%	3%
International delivery	41	31	33	5	-	32	40	37	41	39	41	-	33	41	29	13	22	6
	4%	4%	5%	6%	-%	4%	4%	4%	4%	5%	4%	-%	6%	4%	23% ab	10% b	3%	5%
Cross-Border Delivery	8	7	7	1	1	6	8	8	8	8	8	-	5	8	7	1	6	2
	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	-%	1%	1%	6% ab	1%	1%	1%
Other (PLEASE SPECIFY)	2	*	2	*	-	2	2	2	2	2	2	-	*	2	-	-	2	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	9	6	1	1	1	6	7	6	7	9	9	-	5	9	1	3	6	-
	1%	1%	*%	2%	4%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	1%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	179	144	105	20	10	148	175	166	175	152	176	-	127	173	40	34	120	23
	19%	19%	17%	23%	29%	19%	19%	19%	19%	20%	19%	-%	24% b	19%	32% ab	26% b	18%	19%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 28 (continuation)

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QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters

Base: All Respondents who send LARGE LETTERS regularly

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	991	93	73	813	677	314	948	43	763	51	209	768	36	171
Weighted total	919	96	63	750	618	301	866	53	692	47	201	708	34	156
Standard delivery	872	89	61	713	583	289	823	49	653	45	193	672	31	148
	95%	92%	96%	95%	94%	96%	95%	92%	94%	97%	96%	95%	91%	95%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	123	13	12	94	85	38	118	5	90	5	36	84	4	24
	13%	13%	19%	13%	14%	12%	14%	9%	13%	11%	18% b	12%	12%	16%
Urgent delivery (send / receive mail that needs to arrive rapidly)	68	8	6	54	44	24	61	7	52	1	13	54	3	12
	7%	8%	9%	7%	7%	8%	7%	13%	7%	3%	7%	8%	8%	8%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	41	8	4	28	26	16	38	3	29	6	6	33	1	8
	4%	8% c	6%	4%	4%	5%	4%	6%	4%	12% a	3%	5%	2%	5%
International delivery	41	11	8	22	28	13	41	*	28	3	18	20	2	21
	4%	11% c	12% c	3%	4%	4%	5%	*%	4%	6%	9% b	3%	6%	14%
Cross-Border Delivery	8	*	1	8	6	3	8	*	7	-	1	7	-	2
	1%	*%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	1%
Other (PLEASE SPECIFY)	2	-	-	2	*	2	2	-	2	-	-	2	2	*
	*%	-%	-%	*%	*%	1%	*%	-%	*%	-%	-%	*%	5% b	*%
None of these (DO NOT READ OUT)	9	4	-	4	5	4	6	2	7	-	1	6	2	3
	1%	4% c	-%	1%	1%	1%	1%	5% a	1%	-%	1%	1%	5%	2%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Urgent / Tracked / Timed Mail	179	21	15	137	123	55	170	9	133	10	46	128	7	33
	19%	22%	24%	18%	20%	18%	20%	17%	19%	22%	23%	18%	21%	21%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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QV6b2. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Large letters

Base: All Respondents who send LARGE LETTERS regularly

Significance Level: 95%

Unweighted total

Weighted total

Standard delivery

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Urgent delivery (send / receive mail that needs to arrive rapidly)

Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

NET: Urgent / Tracked / Timed Mail

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
991	181	4	220	245	258	268
919	165	6	225	236	221	237
872	155	6	217	219	212	224
95%	94%	100%	96%	93%	96%	94%
123	23	-	33	41	19	30
13%	14%	-%	15% c	17% c	9%	13%
68	14	-	24	19	11	14
7%	9%	-%	10% c	8%	5%	6%
41	7	-	15	11	6	9
4%	4%	-%	7% c	4%	3%	4%
41	23	-	13	16	4	8
4%	14%	-%	6% c	7% c	2%	4%
8	2	-	3	2	2	2
1%	1%	-%	1%	1%	1%	1%
2	2	-	*	2	-	-
0%	1%	-%	0%	1%	-%	-%
9	4	-	4	3	2	*
1%	3%	-%	2%	1%	1%	0%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
179	34	-	52	59	26	42
19%	21%	-%	23% c	25% cd	12%	18%

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets

Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	675	34	61	37	47	49	67	46	48	27	87	78	94	416
Weighted total	635	36	65	69	45	45	118	93	51	24	31	27	32	544
Standard delivery	459	26	42	43	36	33	90	67	34	18	25	19	26	389
	72%	72%	65%	62%	81%	73%	77%	73%	67%	72%	80%	71%	82%	71%
										bc			bcm	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	192	13	26	26	16	14	29	28	12	4	8	7	10	168
	30%	36%	40%	38%	35%	31%	25%	30%	25%	17%	24%	24%	31%	31%
			j											
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	113	9	14	15	4	7	13	26	6	4	5	4	6	98
	18%	25%	21%	22%	9%	15%	11%	28%	11%	18%	17%	13%	20%	18%
		d						dthk						
Urgent delivery (send / receive mail that needs to arrive rapidly)	78	7	8	13	3	6	13	13	5	2	3	2	4	69
	12%	18%	12%	18%	8%	13%	11%	14%	10%	7%	11%	7%	12%	13%
International delivery	55	5	5	5	6	8	1	13	4	*	2	1	4	47
	9%	14%	7%	8%	13%	19%	*%	14%	9%	1%	8%	5%	13%	9%
		f	f	f	f	fk		f	f		f		f	f
Cross-Border Delivery	9	-	-	-	-	-	-	-	-	-	-	-	9	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	29%	-%
													abcdefghjkm	
Other (PLEASE SPECIFY)	5	-	-	-	-	-	3	-	*	1	-	1	-	4
	1%	-%	-%	-%	-%	-%	2%	-%	*%	6%	-%	3%	-%	1%
None of these (DO NOT READ OUT)	21	-	3	-	1	*	9	2	2	-	1	1	*	18
	3%	-%	5%	-%	3%	*%	7%	3%	3%	-%	3%	5%	1%	3%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	*	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
NET: Urgent / Tracked / Timed Mail	280	21	35	42	19	20	42	41	20	7	10	9	13	248
	44%	60%	54%	60%	43%	46%	36%	44%	40%	30%	33%	34%	40%	46%
		fjkl	fjk	fjkl										j
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets

Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	c	*d	e	a	b
Unweighted total	675	41	100	15	39	196	25	239	471	130	46	28	204	364	311
Weighted total	635	40	82	12	34	193	30	227	601	21	8	5	34	348	286
Standard delivery	459	31	57	7	24	120	24	181	433	16	6	4	26	239	220
	72%	79% e	70%	62%	71%	62%	79%	80% be	72%	78%	76%	81%	78%	69%	77% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	192	10	23	4	12	53	13	73	181	6	3	2	11	104	88
	30%	25%	28%	34%	36%	27%	41%	32%	30%	28%	40%	41%	33%	30%	31%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	113	7	18	1	1	35	4	45	105	5	2	1	8	52	61
	18%	17% d	22% d	8%	2%	18% d	12%	20% d	18%	24%	24%	20%	24%	15%	21% a
Urgent delivery (send / receive mail that needs to arrive rapidly)	78	5	13	*	*	27	3	27	72	3	1	1	5	39	39
	12%	13% d	16% d	4%	*%	14% d	10%	12% d	12%	14%	18%	22%	16%	11%	13%
International delivery	55	3	14	*	2	10	*	23	51	2	1	1	5	28	27
	9%	8%	17% e	4%	5%	5%	1%	10%	8%	12%	16%	18%	14% a	8%	9%
Cross-Border Delivery	9	1	1	-	1	2	-	5	8	1	*	-	1	5	4
	1%	2%	2%	-%	2%	1%	-%	2%	1%	3%	3%	-%	3%	1%	1%
Other (PLEASE SPECIFY)	5	-	2	-	-	3	-	*	5	*	-	-	*	5	*
	1%	-%	2%	-%	-%	2%	-%	*%	1%	1%	-%	-%	*%	1%	*%
None of these (DO NOT READ OUT)	21	-	*	2	4	7	3	5	20	-	1	*	1	14	7
	3%	-%	*%	14%	10% abg	4%	10%	2%	3% b	-%	9% be	4%	3%	4%	2%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	-	-	*	*	*	-
	*%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	4%	*%	*%	-%
NET: Urgent / Tracked / Timed Mail	280	14	38	4	13	87	15	104	264	10	4	2	16	159	121
	44%	34%	46%	38%	37%	45%	48%	46%	44%	45%	52%	51%	48%	46%	42%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets

Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	675	246	43	47	31	382	293	57	325	293	248	128	97	93	47	41	1
Weighted total	635	293	36	27	7	414	220	71	344	220	308	113	85	56	35	14	*
Standard delivery	459	234	20	14	6	318	141	56	262	141	225	83	63	35	28	13	*
	72%	80%	56%	50%	79%	77%	64%	79%	76%	64%	73%	74%	75%	62%	81%	93%	100%
		bc			c	b		c	c		d				d	abcd	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	192	78	14	10	2	119	74	18	101	74	88	26	23	24	8	7	-
	30%	27%	39%	38%	22%	29%	33%	25%	29%	33%	29%	23%	27%	43%	24%	53%	-%
														abce		abce	
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	113	40	6	6	1	52	62	5	47	62	55	23	12	11	6	6	-
	18%	14%	15%	22%	19%	13%	28%	7%	14%	28%	18%	20%	14%	19%	17%	42%	-%
							a			ab						abcde	
Urgent delivery (send / receive mail that needs to arrive rapidly)	78	32	3	5	1	51	27	3	48	27	41	12	7	6	3	6	-
	12%	11%	7%	18%	13%	12%	12%	5%	14%	12%	13%	11%	8%	11%	7%	44%	-%
																abcde	
International delivery	55	24	1	3	1	23	32	*	23	32	12	11	7	12	5	3	-
	9%	8%	4%	11%	15%	6%	14%	1%	7%	14%	4%	10%	9%	22%	14%	20%	-%
							a			ab		a		abc	a	a	
Cross-Border Delivery	9	4	-	2	*	6	3	*	5	3	2	3	2	*	*	1	-
	1%	1%	-%	9%	3%	1%	2%	1%	2%	2%	1%	3%	2%	-%	1%	4%	-%
				ab													
Other (PLEASE SPECIFY)	5	5	-	-	-	2	3	-	2	3	4	*	1	-	-	-	-
	1%	2%	-%	-%	-%	1%	1%	-%	1%	1%	1%	-%	1%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	21	4	-	7	1	11	10	2	9	10	3	3	6	6	3	*	-
	3%	1%	-%	27%	14%	3%	5%	3%	3%	5%	1%	2%	7%	11%	9%	1%	-%
				ab	ab								a	ab	a		
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	-%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
					a												
NET: Urgent / Tracked / Timed Mail	280	109	21	15	2	166	115	23	142	115	137	47	32	28	11	8	-
	44%	37%	58%	55%	28%	40%	52%	33%	41%	52%	44%	41%	38%	49%	33%	58%	-%
			ad	ad			a			ab						ce	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets

Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	675	479	74	50	33	31	581	94	536	139	413	245	17
Weighted total	635	468	56	48	31	25	543	92	502	132	379	240	15
Standard delivery	459	350	42	33	24	10	412	48	388	71	299	153	7
	72%	75%	75%	68%	77%	40%	76%	52%	77%	54%	79%	64%	43%
		e	e	e	e		b		b		b		
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	192	136	17	14	12	14	162	31	142	50	104	79	9
	30%	29%	30%	29%	40%	55%	30%	34%	28%	38%	28%	33%	58%
					abc					a			
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	113	69	8	21	9	6	82	31	76	38	55	57	2
	18%	15%	14%	44%	31%	24%	15%	34%	15%	28%	14%	24%	11%
				ab	ab			a		a		a	
Urgent delivery (send / receive mail that needs to arrive rapidly)	78	55	3	6	10	4	60	18	56	22	38	36	3
	12%	12%	5%	12%	34%	16%	11%	19%	11%	17%	10%	15%	22%
					abc			a					
International delivery	55	29	9	6	7	5	41	14	36	19	23	28	4
	9%	6%	15%	11%	23%	19%	8%	15%	7%	15%	6%	12%	26%
			a		a	a		a		a		a	
Cross-Border Delivery	9	6	1	1	*	1	8	1	8	1	5	4	*
	1%	1%	2%	1%	*%	2%	2%	1%	2%	1%	1%	2%	3%
Other (PLEASE SPECIFY)	5	5	-	-	-	-	1	4	1	4	*	5	-
	1%	1%	-%	-%	-%	-%	*%	5%	*%	3%	*%	2%	-%
								a		a		a	
None of these (DO NOT READ OUT)	21	9	3	*	-	3	18	3	14	7	4	16	-
	3%	2%	5%	1%	-%	10%	3%	3%	3%	5%	1%	7%	-%
						ac						a	
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	*	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	280	194	23	30	17	17	221	59	198	82	143	127	11
	44%	41%	40%	63%	54%	70%	41%	65%	39%	62%	38%	53%	68%
				ab		ab		a		a		a	

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets

Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	675	287	141	242	622	536	638	675	266	261	485	391	13	262	328	649	121
Weighted total	635	269	127	228	572	476	590	635	220	247	425	379	7	239	315	599	83
Standard delivery	459	186	97	165	426	354	439	459	165	163	307	259	6	190	163	459	64
	72%	69%	77%	72%	74% f	74% f	74% f	72%	75% f	66%	72%	68%	95%	80% a	52%	77% a	77% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	192	77	46	67	169	151	174	192	67	78	128	115	3	74	192	173	45
	30%	29%	36%	29%	30%	32%	29%	30%	30%	32%	30%	30%	43%	31%	61% b	29%	55% b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	113	36	25	51	104	80	105	113	40	51	84	70	*	43	113	104	20
	18%	13%	19%	22% a	18%	17%	18%	18%	18%	21%	20%	18%	3%	18%	36% bc	17%	24%
Urgent delivery (send / receive mail that needs to arrive rapidly)	78	24	22	30	71	60	71	78	37	25	60	43	-	34	78	74	18
	12%	9%	17% a	13%	12%	13%	12%	12%	17% cf	10%	14%	11%	-	14%	25% b	12%	21% b
International delivery	55	16	4	35	47	43	48	55	14	40	42	44	*	11	40	48	55
	9%	6%	3%	15% ab	8%	9%	8%	9%	7%	16% abcdeg	10%	12% c	4%	5%	13% b	8%	67% ab
Cross-Border Delivery	9	6	-	3	8	8	9	9	1	5	7	5	*	3	6	9	9
	1%	2%	-	1%	1%	2%	1%	1%	1%	2%	2%	1%	7%	1%	2%	2%	11% ab
Other (PLEASE SPECIFY)	5	4	-	1	1	1	1	5	4	4	5	4	-	1	-	1	-
	1%	2%	-	*%	*%	*%	*%	1%	2% abc	2% abc	1% ac	1%	-	*%	-	*%	-
None of these (DO NOT READ OUT)	21	11	4	6	21	20	21	21	12	3	14	12	-	3	3	21	2
	3%	4%	3%	3%	4%	4% f	4%	3%	6% f	1%	3%	3%	-	1%	1%	3% a	2%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	-	-	-	-	-	*	-	*	-
	*%	-	-	*%	*%	*%	*%	*%	-	-	-	-	-	*%	-	*%	-
NET: Urgent / Tracked / Timed Mail	280	111	60	107	248	204	253	280	95	123	193	175	3	102	280	249	51
	44%	41%	47%	47%	43%	43%	43%	44%	43%	50%	45%	46%	43%	43%	89% bc	42%	62% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 29 (continuation)

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QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets

Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	675	526	474	80	19	553	668	618	671	624	666	-	418	663	136	131	458	84
Weighted total	635	480	424	78	21	513	627	558	630	575	627	-	400	624	117	127	416	88
Standard delivery	459	369	332	59	10	379	454	417	456	413	455	-	273	456	83	97	297	62
	72%	77%	78%	75%	50%	74%	72%	75%	72%	72%	73%	-%	68%	73%	71%	76%	71%	70%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	192	140	123	29	8	148	190	169	190	182	190	-	132	188	62	49	119	24
	30%	29%	29%	37%	36%	29%	30%	30%	30%	32%	30%	-%	33%	30%	53% ab	39% b	29%	28%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	113	85	76	13	5	89	113	96	113	104	113	-	86	106	36	36	70	8
	18%	18%	18%	17%	23%	17%	18%	17%	18%	18%	18%	-%	21%	17%	31% ab	28% bc	17%	8%
Urgent delivery (send / receive mail that needs to arrive rapidly)	78	62	63	10	5	60	78	72	78	71	77	-	55	77	24	24	47	7
	12%	13%	15%	12%	22%	12%	12%	13%	12%	12%	12%	-%	14%	12%	20% b	19% bc	11%	8%
International delivery	55	40	36	9	4	38	53	49	53	52	55	-	36	55	33	18	32	5
	9%	8%	8%	11%	19%	7%	8%	9%	8%	9%	9%	-%	9%	9%	29% ab	14% bc	8%	5%
Cross-Border Delivery	9	8	7	1	*	7	9	9	9	9	9	-	7	9	8	1	8	1
	1%	2%	2%	2%	1%	1%	1%	2%	1%	2%	1%	-%	2%	1%	7% ab	1%	2%	1%
Other (PLEASE SPECIFY)	5	1	1	-	-	5	5	2	5	5	5	-	5	5	-	-	4	1
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	1%	1%
None of these (DO NOT READ OUT)	21	17	15	3	*	17	21	19	21	19	21	-	13	21	*	3	12	5
	3%	4%	4%	4%	2%	3%	3%	3%	3%	3%	3%	-%	3% c	3% c	1% *	3%	3%	6%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	-	-	-	-	*	-	-	*	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%
NET: Urgent / Tracked / Timed Mail	280	197	180	35	13	219	278	246	278	264	277	-	202	272	85	68	182	31
	44%	41%	42%	44%	60%	43%	44%	44%	44%	46%	44%	-%	50% b	44%	73% ab	53% c	44%	35%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets

Base: All Respondents who send PARCELS AND PACKETS regularly

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	675	102	68	499	437	238	637	38	510	38	156	502	48	186
Weighted total	635	108	61	458	394	240	598	37	473	37	142	477	49	178
Standard delivery	459	70	49	335	291	168	434	26	351	31	101	352	25	118
	72%	65%	79% a	73%	74%	70%	73%	69%	74%	84%	71%	74%	52%	67%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	192	43	27	120	118	75	188	5	152	7	42	142	21	61
	30%	39% c	44% c	26%	30%	31%	31% b	13%	32%	19%	29%	30%	42%	34%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	113	30	8	73	66	48	109	4	78	11	31	81	8	42
	18%	28% bc	13%	16%	17%	20%	18%	12%	16%	28%	22%	17%	16%	24%
Urgent delivery (send / receive mail that needs to arrive rapidly)	78	13	6	59	57	21	74	4	56	5	17	58	8	29
	12%	12%	10%	13%	14% b	9%	12%	10%	12%	13%	12%	12%	17%	17%
International delivery	55	19	7	30	35	20	54	1	46	3	21	30	7	25
	9%	17% c	11%	7%	9%	9%	9%	2%	10%	8%	15% b	6%	14%	14%
Cross-Border Delivery	9	1	1	7	7	3	9	*	7	-	2	7	-	5
	1%	1%	2%	2%	2%	1%	1%	1%	2%	-%	1%	1%	-%	3%
Other (PLEASE SPECIFY)	5	3	-	2	3	2	4	1	2	-	3	2	-	5
	1%	2%	-%	1%	1%	1%	1%	4% a	1%	-%	2%	*%	-%	3%
None of these (DO NOT READ OUT)	21	2	1	15	15	5	20	*	16	2	2	19	2	9
	3%	2%	2%	3%	4%	2%	3%	1%	3%	4%	1%	4%	4%	5%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
NET: Urgent / Tracked / Timed Mail	280	57	32	187	174	106	270	11	205	16	65	205	31	95
	44%	53% c	52%	41%	44%	44%	45% b	28%	43%	42%	46%	43%	63%	53%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 29 (continuation)

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QV6b3. Which of the following types of services does your organisation regularly use when sending each of the types of mail you mentioned? Parcels and packets

Base: All Respondents who send PARCELS AND PACKETS regularly

Significance Level: 95%

Unweighted total

Weighted total

Standard delivery

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)

Urgent delivery (send / receive mail that needs to arrive rapidly)

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

NET: Urgent / Tracked / Timed Mail

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
675	207	5	153	151	174	197
635	201	7	155	149	145	185
459	127	6	112	108	112	128
72%	63%	82%	72%	72%	77%	69%
192	67	5	55	37	41	59
30%	34%	66%	36% b	25%	28%	32%
113	48	2	29	23	22	39
18%	24%	23%	19%	16%	15%	21%
78	36	-	19	20	13	26
12%	18%	-%	13%	13%	9%	14%
55	30	1	21	18	7	10
9%	15%	18%	13% cd	12% cd	5%	5%
9	4	-	2	3	1	4
1%	2%	-%	1%	2%	1%	2%
5	5	-	-	4	*	*
1%	2%	-%	-%	3% acd	*%	*%
21	9	-	5	2	8	7
3%	5%	-%	3%	1%	5% b	4%
*	-	-	-	-	*	-
*%	-%	-%	-%	-%	*%	-%
280	110	5	76	65	51	88
44%	55%	66%	49% c	44%	35%	48% c

QV6b.4 When you place an order for an item to be delivered for your business, either in person, online or by telephone, where do you usually get the item delivered to? Please only think about items that you order for your business.

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	403	a	b	c	d	e	f	g	h	i	j	k	l	m
Weighted total	403	18	37	22	30	29	39	30	25	25	51	48	49	255
		24	42	42	28	26	65	63	31	27	20	18	18	347
To the store	12	-	3	-	-	1	2	-	2	1	-	*	1	10
	3%	-%	8%	-%	-%	5%	4%	-%	5%	5%	-%	3%	6%	3%
			j											
To your office/place of work	365	22	35	37	27	20	60	58	28	26	19	17	16	312
	90%	93%	83%	88%	96%	80%	92%	92%	89%	95%	95%	95%	87%	90%
To the Post Office	5	-	*	-	-	*	*	-	2	1	*	-	*	4
	1%	-%	*%	-%	-%	1%	1%	-%	5%	5%	2%	-%	3%	1%
To a delivery locker	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
To home / house address	8	-	3	-	-	1	-	2	-	-	*	*	-	7
	2%	-%	8%	-%	-%	5%	-%	4%	-%	-%	1%	3%	-%	2%
			lm											
Sent direct to client / customer	6	-	-	2	-	3	-	-	-	-	-	*	*	5
	1%	-%	-%	6%	-%	10%	-%	-%	-%	-%	-%	3%	3%	1%
Somewhere else (specify)	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%
											m			
We do not place orders for deliveries (DO NOT READ OUT)	13	2	2	2	1	1	2	2	-	-	-	-	*	13
	3%	7%	4%	6%	4%	5%	4%	4%	-%	-%	-%	-%	3%	4%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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QV6b.4 When you place an order for an item to be delivered for your business, either in person, online or by telephone, where do you usually get the item delivered to? Please only think about items that you order for your business.

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	403	42	45	4	22	100	21	151	297	66	24	16	106	159	244
Weighted total	403	43	33	5	16	109	22	149	387	10	4	3	16	182	221
To the store	12	-	1	-	-	8	-	2	11	*	-	-	*	8	4
	3%	-%	4%	-%	-%	7%	-%	2%	3%	3%	-%	-%	2%	4%	2%
					g										
To your office/place of work	365	40	31	4	12	101	19	135	349	9	4	3	15	162	203
	90%	95%	94%	77%	74%	92%	88%	90%	90%	93%	100%	100%	96%	89%	92%
To the Post Office	5	2	2	-	-	*	*	1	4	1	-	-	1	2	2
	1%	4%	6%	-%	-%	*%	1%	*%	1%	7%	-%	-%	4%	1%	1%
			eg							a			a		
To a delivery locker	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
To home / house address	8	-	-	-	-	-	-	3	7	*	-	-	*	2	6
	2%	-%	-%	-%	-%	-%	-%	2%	2%	1%	-%	-%	1%	1%	3%
Sent direct to client / customer	6	-	-	-	2	1	-	1	6	-	-	-	-	4	2
	1%	-%	-%	-%	15%	1%	-%	1%	2%	-%	-%	-%	-%	2%	1%
Somewhere else (specify)	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
We do not place orders for deliveries (DO NOT READ OUT)	13	-	-	1	2	1	2	7	13	-	-	-	-	8	6
	3%	-%	-%	23%	10%	1%	11%	5%	3%	-%	-%	-%	-%	4%	3%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV6b.4 When you place an order for an item to be delivered for your business, either in person, online or by telephone, where do you usually get the item delivered to? Please only think about items that you order for your business.

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	403	137	19	34	14	283	120	90	193	120	177	82	51	48	24	17	-
Weighted total	403	169	14	26	3	319	84	111	208	84	224	80	45	28	20	4	-
To the store	12	5	*	2	-	6	6	3	2	6	6	-	3	3	-	-	-
	3%	3%	3%	7%	-%	2%	7% a	3%	1%	7% b	3%	-%	7% b	9% ab	-%	-%	-%
To your office/place of work	365	152	13	22	3	290	75	99	191	75	203	75	38	24	18	4	-
	90%	90%	95%	83%	100%	91%	89%	90%	92%	89%	90%	94%	85%	87%	91%	96%	-%
To the Post Office	5	2	*	-	-	2	3	*	1	3	2	1	*	*	-	*	-
	1%	1%	1%	-%	-%	1%	3% a	*%	1%	3%	1%	2%	1%	2%	-%	4%	-%
To a delivery locker	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
To home / house address	8	4	-	-	-	6	2	4	2	2	6	-	-	*	1	-	-
	2%	2%	-%	-%	-%	2%	2%	4%	1%	2%	3%	-%	-%	2%	6%	-%	-%
Sent direct to client / customer	6	2	*	*	-	4	2	-	4	2	1	-	2	2	*	-	-
	1%	1%	3%	2%	-%	1%	3%	-%	2%	3%	1%	-%	5% ab	6% ab	2%	-%	-%
Somewhere else (specify)	*	*	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%	-%	-%	-%	-%	-%
We do not place orders for deliveries (DO NOT READ OUT)	13	6	-	2	-	12	2	4	8	2	6	3	2	2	-	-	-
	3%	4%	-%	9%	-%	4%	2%	3%	4%	2%	3%	4%	5%	6%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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QV6b.4 When you place an order for an item to be delivered for your business, either in person, online or by telephone, where do you usually get the item delivered to? Please only think about items that you order for your business.**Base: All respondents**

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	403	166	23	22	6	370	33	351	52	286	113	4
Weighted total	403	169	15	19	3	377	26	361	42	301	101	1
To the store	12	3	*	2	-	11	*	11	1	11	1	-
	3%	2%	3%	10%	-%	3%	1%	3%	2%	4%	1%	-%
To your office/place of work	365	160	14	15	2	339	25	323	42	267	96	1
	90%	95%	90%	81%	82%	90%	99%	90%	98% a	89%	95%	100%
To the Post Office	5	1	1	2	-	5	-	5	-	5	-	-
	1%	*%	4%	9%	-%	1%	-%	1%	-%	2%	-%	-%
To a delivery locker	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
To home / house address	8	2	-	-	*	8	-	8	-	6	2	-
	2%	1%	-%	-%	18%	2%	-%	2%	-%	2%	2%	-%
Sent direct to client / customer	6	2	*	1	-	6	-	5	*	1	5	-
	1%	1%	3%	7%	-%	2%	-%	1%	1%	*%	5% a	-%
Somewhere else (specify)	*	-	-	-	-	*	-	*	-	*	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
We do not place orders for deliveries (DO NOT READ OUT)	13	2	-	-	-	13	-	13	-	13	-	-
	3%	1%	-%	-%	-%	4%	-%	4%	-%	4% b	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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QV6b.4 When you place an order for an item to be delivered for your business, either in person, online or by telephone, where do you usually get the item delivered to? Please only think about items that you order for your business.

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	403	200	86	113	388	268	393	197	138	85	294	125	3	97	133	388	44
Weighted total	403	206	90	102	387	237	389	185	126	74	263	113	1	96	131	384	21
To the store	12	6	4	2	11	5	11	5	4	5	8	5	*	-	2	9	*
	3%	3%	5%	2%	3%	2%	3%	3%	3%	7%	3%	5%	42%	-%	2%	2%	1%
										b		c					
To your office/place of work	365	192	82	85	350	220	351	173	113	65	251	102	1	92	119	349	16
	90%	93%	92%	84%	90%	93%	90%	94%	90%	87%	89%	91%	58%	97%	90%	91%	73%
		c													c	c	
To the Post Office	5	2	*	2	5	3	5	3	3	2	4	2	-	*	3	5	*
	1%	1%	*%	2%	1%	1%	1%	1%	2%	2%	2%	2%	-%	*%	2%	1%	2%
To a delivery locker	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
To home / house address	8	2	3	3	7	4	8	2	3	2	7	2	-	*	-	8	*
	2%	1%	3%	3%	2%	2%	2%	1%	3%	3%	2%	2%	-%	*%	-%	2%	2%
Sent direct to client / customer	6	4	*	1	6	2	6	2	2	1	5	1	-	3	2	6	1
	1%	2%	1%	1%	2%	1%	2%	1%	1%	1%	2%	1%	-%	3%	1%	2%	6%
Somewhere else (specify)	*	-	-	*	*	-	*	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
We do not place orders for deliveries (DO NOT READ OUT)	13	4	1	8	13	8	13	2	2	-	12	-	-	2	7	12	4
	3%	2%	1%	8%	3%	3%	3%	1%	1%	-%	4%	-%	-%	2%	5%	3%	17%
				ab							d						ab
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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QV6b.4 When you place an order for an item to be delivered for your business, either in person, online or by telephone, where do you usually get the item delivered to? Please only think about items that you order for your business.

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	403	312	265	27	6	363	394	361	399	327	400	-	223	387	60	58	305	40
Weighted total	403	298	241	20	6	373	395	353	399	332	402	-	219	389	42	55	308	40
To the store	12	9	5	2	-	9	11	10	12	10	12	-	6	10	*	3	9	*
	3%	3%	2%	11%	-%	3%	3%	3%	3%	3%	3%	-%	3%	3%	1%	5%	3%	*%
To your office/place of work	365	272	219	18	6	337	358	319	361	304	363	-	203	353	39	52	280	32
	90%	91%	91%	89%	100%	90%	91%	91%	90%	92%	90%	-%	93%	91%	94%	94%	91%	81%
To the Post Office	5	3	4	-	-	5	5	5	5	4	5	-	4	5	-	1	4	*
	1%	1%	2%	-%	-%	1%	1%	1%	1%	1%	1%	-%	2%	1%	-%	1%	1%	1%
To a delivery locker	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
To home / house address	8	6	5	-	-	8	7	5	8	3	8	-	*	8	*	1	5	2
	2%	2%	2%	-%	-%	2%	2%	1%	2%	1%	2%	-%	*%	2%	1%	2%	2%	4%
Sent direct to client / customer	6	5	3	1	-	5	6	3	6	5	6	-	2	6	2	-	5	*
	1%	2%	1%	6%	-%	1%	1%	1%	1%	1%	1%	-%	1%	2%	4%	-%	2%	1%
Somewhere else (specify)	*	-	*	-	-	*	*	*	*	-	*	-	-	*	-	-	*	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%	*%	-%
We do not place orders for deliveries (DO NOT READ OUT)	13	8	9	-	-	13	13	13	13	11	13	-	6	11	-	-	9	5
	3%	3%	4%	-%	-%	4%	3%	4%	3%	3%	3%	-%	3%	3%	-%	-%	3%	12% ab
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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QV6b.4 When you place an order for an item to be delivered for your business, either in person, online or by telephone, where do you usually get the item delivered to? Please only think about items that you order for your business.

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%														
Unweighted total	403	a	b	c	a	b	a	b	a	b	a	b	a	b
Weighted total	403	28	27	345	244	159	367	23	319	23	70	329	16	69
		19	23	359	243	160	364	39	321	22	59	343	11	62
To the store	12	*	-	11	10	2	6	6	12	-	*	11	1	*
	3%	1%	-%	3%	4%	1%	2%	15% a	4%	-%	3%	3%	5%	3%
To your office/place of work	365	18	22	321	220	144	335	30	297	17	56	308	11	59
	90%	98%	96%	90%	91%	90%	92% b	77%	93%	78%	95%	90%	96%	95%
To the Post Office	5	*	*	4	2	2	5	-	1	*	*	4	-	-
	1%	1%	2%	1%	1%	1%	1%	-%	3%	1%	3%	1%	-%	-%
To a delivery locker	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
To home / house address	8	-	*	7	2	6	6	2	5	2	*	7	-	-
	2%	-%	2%	2%	1%	4% a	2%	4%	2%	11%	1%	2%	-%	-%
Sent direct to client / customer	6	-	-	6	2	4	6	-	5	-	-	6	*	3
	1%	-%	-%	2%	1%	2%	2%	-%	2%	-%	-%	2%	4%	5%
Somewhere else (specify)	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	3%	-%	-%	3%	-%	3%	3%	-%	3%	-%	-%	3%	-%	-%
We do not place orders for deliveries (DO NOT READ OUT)	13	-	-	13	11	3	12	1	5	2	2	11	-	-
	3%	-%	-%	4%	5%	2%	3%	3%	1%	11%	4%	3%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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QV6b.4 When you place an order for an item to be delivered for your business, either in person, online or by telephone, where do you usually get the item delivered to? Please only think about items that you order for your business.

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

To the store

To your office/place of work

To the Post Office

To a delivery locker

To home / house address

Sent direct to client / customer

Somewhere else (specify)

We do not place orders for deliveries (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

Refused (DO NOT READ OUT)

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	a	*b	*a	*b	c
403	78	1	-	-	403
403	65	2	-	-	403
12	1	-	-	-	12
3%	1%	-%	-%	-%	3%
365	62	2	-	-	365
90%	95%	100%	-%	-%	90%
5	-	-	-	-	5
1%	-%	-%	-%	-%	1%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
8	-	-	-	-	8
2%	-%	-%	-%	-%	2%
6	3	-	-	-	6
1%	5%	-%	-%	-%	1%
*	-	-	-	-	*
*%	-%	-%	-%	-%	*%
13	-	-	-	-	13
3%	-%	-%	-%	-%	3%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services

Significance Level: 95% Unweighted total Weighted total Royal Mail signed for 1st Class Special delivery - Next Day (by 1pm) Royal Mail Tracked Royal Mail signed for 2nd Class Recorded delivery - Signed for Refused None of these Don't know Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	b	c	d	e	f	g	h	i	j	k	l	m
	450	29	47	35	33	36	37	33	28	21	47	51	53	299
	450	31	47	75	24	36	64	69	30	22	17	17	19	398
	307	19	31	49	15	26	47	53	18	14	12	9	12	274
	68%	64%	66%	66%	63%	73%	74%	76%	61%	63%	71%	56%	65%	69%
	206	16	17	38	8	14	29	35	12	13	9	6	10	182
	46%	52%	37%	51%	32%	38%	46%	50%	41%	58%	51%	36%	51%	46%
	147	4	15	33	13	8	18	25	8	6	6	3	7	131
	33%	14%	33%	44% k	53% efkm	23%	28%	36%	26%	27%	35%	20%	37%	33%
	109	7	9	17	9	10	23	12	5	4	4	4	3	97
	24%	23%	19%	23%	35%	27%	37% l	18%	17%	19%	26%	26%	17%	24%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
31	3	8	3	*	3	*	6	3	1	*	2	1	27	
7%	11%	17% dfjm	4%	1%	8%	1%	9%	10%	6%	3%	10%	5%	7%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	450	a 26	b 53	c 7	d 38	e 108	f 28	g 176	a 315	b 79	c 39	d 17	e 135	a 246	b 204
Weighted total	450	25	47	6	44	96	37	184	427	13	7	3	23	261	189
Royal Mail signed for 1st Class	307 68%	15 61%	28 60%	3 56%	32 74%	61 63%	25 67%	134 73%	291 68%	9 66%	5 76%	2 83%	16 71%	177 68%	131 69%
Special delivery - Next Day (by 1pm)	206 46%	7 29%	22 48%	* 8%	12 27%	47 49% d	18 48%	94 51% d	193 45%	7 52%	4 68% a	2 55%	13 57% a	119 46%	87 46%
Royal Mail Tracked	147 33%	4 15%	16 35%	1 15%	19 44%	28 29%	11 29%	62 34%	138 32%	4 32%	3 48% a	1 29%	8 36%	82 31%	65 34%
Royal Mail signed for 2nd Class	109 24%	6 25%	11 23%	2 37%	4 10%	29 30% d	9 23%	46 25% d	103 24%	3 25%	1 15%	1 45%	6 25%	58 22%	51 27%
Recorded delivery - Signed for	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these	31 7%	5 19%	8 18% g	* 7%	2 6%	11 11% g	- -%	4 2%	29 7%	2 12%	* 3%	* 6%	2 9%	17 6%	14 7%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	450	165	30	37	16	282	168	62	220	168	201	73	60	58	21	28	1
Weighted total	450	199	28	19	3	324	126	76	248	126	263	70	47	31	19	11	*
Royal Mail signed for 1st Class	307 68%	134 67%	21 77%	13 67%	2 87%	231 71% b	76 61%	56 73%	176 71% c	76 61%	180 68%	51 74%	32 69%	19 60%	11 59%	7 65%	* 100%
Special delivery - Next Day (by 1pm)	206 46%	78 39%	14 52%	12 61% a	2 65%	128 39%	78 62% a	20 26%	108 43% a	78 62% ab	102 39%	40 58% a	24 51%	18 56% a	14 77%	5 48%	- -%
Royal Mail Tracked	147 33%	69 35%	7 26%	4 20%	2 67%	106 33%	40 32%	29 38%	78 31%	40 32%	86 33%	22 32%	13 27%	13 42%	5 25%	2 18%	* 100%
Royal Mail signed for 2nd Class	109 24%	52 26% c	8 28% c	2 9%	1 30%	76 23%	33 26%	18 23%	58 23%	33 26%	57 21%	21 29%	13 29%	8 24%	6 31%	2 16%	* 100%
Recorded delivery - Signed for	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these	31 7%	14 7%	2 9%	1 6%	* 7%	13 4%	18 14% a	1 1%	12 5%	18 14% ab	13 5%	7 10% c	* -%	7 22% ac	* 2%	3 30%	- -%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	450	235	36	29	18	19	400	50	376	74	299	151	-
Weighted total	450	240	23	28	16	13	399	51	376	74	306	144	-
Royal Mail signed for 1st Class	307	162	17	19	3	5	281	26	270	37	224	83	-
	68%	68%	75%	67%	22%	42%	71% b	51%	72% b	50%	73% b	58%	-%
Special delivery - Next Day (by 1pm)	206	116	11	15	4	9	190	16	177	29	141	65	-
	46%	48%	46%	54%	24%	73%	48% b	31%	47%	39%	46%	45%	-%
Royal Mail Tracked	147	96	7	3	2	3	136	10	126	21	99	48	-
	33%	40%	30%	12%	16%	26%	34% b	20%	34%	28%	32%	33%	-%
Royal Mail signed for 2nd Class	109	82	3	9	3	2	99	9	91	18	76	33	-
	24%	34% b	13%	31%	16%	18%	25%	18%	24%	24%	25%	23%	-%
Recorded delivery - Signed for	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	31	11	4	3	10	2	15	15	11	19	7	24	-
	7%	4%	17% a	9%	64%	13%	4%	30% a	3%	26% a	2%	17% a	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%																	
Unweighted total	450	208	87	154	423	353	432	312	156	140	339	191	5	139	450	416	85
Weighted total	450	198	98	151	424	330	430	299	139	129	327	184	3	128	450	413	58
Royal Mail signed for 1st Class	307 68%	129 65%	73 74%	105 69%	293 69% f	237 72% df	297 69% f	190 64%	101 73% df	77 59%	230 70% f	115 62%	1 20%	88 68%	307 68%	284 69%	45 78%
Special delivery - Next Day (by 1pm)	206 46%	97 49% b	34 35%	75 50% b	197 46%	154 47%	199 46%	141 47%	59 42%	59 45%	155 48%	93 51%	* 15%	61 48%	206 46%	191 46%	38 65% ab
Royal Mail Tracked	147 33%	71 36%	31 31%	43 28%	140 33% e	111 34% e	142 33% e	100 34% e	32 23%	40 31%	99 30%	69 38%	* 12%	43 33%	147 33%	139 34%	27 46% ab
Royal Mail signed for 2nd Class	109 24%	52 26% c	30 30% c	26 17%	104 25%	89 27%	106 25%	88 30%	45 32%	31 24%	85 26%	49 26%	3 86%	46 36%	109 24%	105 25%	16 28%
Recorded delivery - Signed for	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these	31 7%	14 7%	4 4%	12 8%	23 5%	17 5%	24 6%	29 10% abc	11 8%	17 13% abc	25 8%	25 14% c	- -%	3 3%	31 7%	26 6%	4 8%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	450	361	280	50	16	361	445	412	445	398	445	-	307	436	107	92	307	49
Weighted total	450	357	269	46	19	365	446	399	446	393	444	-	308	437	102	88	296	62
Royal Mail signed for 1st Class	307 68%	253 71%	185 69%	38 82% c	16 84%	254 66%	306 69%	283 71%	306 69%	278 71%	302 68%	- -%	214 69%	304 70%	74 72%	57 65%	198 67%	49 79%
Special delivery - Next Day (by 1pm)	206 46%	170 48%	122 45%	23 49%	10 51%	176 46%	203 46%	185 46%	203 46%	174 44%	206 46%	- -%	152 49%	196 45%	55 54%	40 46% c	149 50% c	16 27%
Royal Mail Tracked	147 33%	124 35%	98 36%	14 31%	9 45%	123 32%	147 33%	134 34%	147 33%	130 33%	144 32%	- -%	100 33%	144 33%	41 40%	33 38%	98 33%	16 26%
Royal Mail signed for 2nd Class	109 24%	80 23%	93 35% a	22 47% c	4 24%	82 21%	108 24%	105 26%	108 24%	96 25%	108 24%	- -%	83 27%	107 24%	30 29%	25 28%	64 22%	20 32%
Recorded delivery - Signed for	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these	31 7%	20 6%	17 6%	1 2%	2 8%	28 7%	31 7%	25 6%	31 7%	30 8%	31 7%	- -%	24 8%	31 7%	6 6%	12 13% b	16 5%	3 5%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 31 (continuation)

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QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	450	61	38	346	291	159	428	22	339	29	109	341	34	100
Weighted total	450	66	36	343	284	165	425	25	337	29	106	343	30	100
Royal Mail signed for 1st Class	307 68%	41 63%	18 51%	243 71% b	203 71%	105 63%	288 68%	20 81%	241 71%	22 75%	72 67%	236 69%	15 49%	58 58%
Special delivery - Next Day (by 1pm)	206 46%	30 45%	16 45%	160 47%	117 41%	89 54% a	196 46%	10 39%	141 42%	15 53%	65 61% b	141 41%	16 54%	45 45%
Royal Mail Tracked	147 33%	19 29%	22 61% ac	106 31%	98 34%	49 30%	142 33%	5 21%	114 34%	6 20%	42 39%	105 31%	14 47%	34 34%
Royal Mail signed for 2nd Class	109 24%	14 21%	6 18%	87 25%	72 25%	36 22%	103 24%	5 22%	83 25%	10 34%	32 30%	76 22%	8 27%	22 22%
Recorded delivery - Signed for	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these	31 7%	8 12%	3 9%	19 6%	23 8%	8 5%	29 7%	2 7%	26 8%	2 8%	1 1%	30 9% a	7 23%	14 14%
Don't know	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV6c. Which, if any, of the following Royal Mail services does your organisation use to send your urgent mail or tracked mail that requires proof of delivery?

Base: All those using RM urgent or tracked mail services

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	b	a	b	c	d
Significance Level: 95%							
Unweighted total	450	117	4	111	111	103	125
Weighted total	450	114	5	120	113	93	123
Royal Mail signed for 1st Class	307	67	2	81	75	72	80
	68%	58%	45%	67%	67%	77% d	65%
Special delivery - Next Day (by 1pm)	206	53	4	74	44	26	62
	46%	46%	90%	61% bc	39%	28%	51% c
Royal Mail Tracked	147	43	1	49	37	24	37
	33%	37%	27%	41% c	33%	26%	30%
Royal Mail signed for 2nd Class	109	28	-	38	28	14	28
	24%	24%	-%	32% c	25%	16%	22%
Recorded delivery - Signed for	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
None of these	31	18	-	7	8	6	10
	7%	16%	-%	5%	7%	6%	8%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

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Table 32

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QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1493	74	129	72	90	108	136	104	109	94	205	182	190	916
Weighted total	1495	81	150	150	86	107	268	223	124	100	76	64	66	1289
Standard Stamped Mail 1st Class	1023 68%	54 66%	88 59%	100 67%	62 72% bl	76 71% bl	183 68%	164 73% bl	85 68%	78 79% bjl	49 64%	45 70% bl	39 59%	891 69% bl
Standard Stamped Mail 2nd Class	846 57%	50 62%	90 60%	76 51%	51 60%	54 50%	154 57%	127 57%	65 52%	54 54%	47 61%	37 58%	40 61%	722 56%
1st Class large letter stamps	417 28%	26 33%	38 25%	47 32%	22 25%	30 28%	63 23%	69 31%	37 30%	32 32%	23 30%	15 23%	15 23%	364 28%
2nd Class large letter stamps	305 20%	23 28% cl	32 21%	22 14%	14 16%	22 21%	57 21%	50 22%	28 23%	15 15%	17 22%	13 20%	13 20%	263 20%
Franked / metered mail 1st Class	141 9%	6 7%	17 11%	20 13%	5 6%	6 5%	18 7%	33 15% defij	9 7%	5 5%	6 8%	6 9%	11 16% defhijkm	119 9%
Franked / metered mail 2nd Class	124 8%	5 6%	17 11% f	12 8%	5 6%	7 7%	11 4%	27 12% f	9 7%	6 6%	6 8%	6 10%	12 18% adefhijk m	100 8%
PPI - PPI 1st Class	23 2%	1 2%	3 2%	2 2%	3 4% l	3 3%	8 3% l	* *% l	1 1%	- -% l	1 1%	* 1%	* *% l	22 2%
PPI - PPI 2nd Class	19 1%	1 2%	6 4% gkm	- -% ab	2 2% k	3 3% k	3 1%	- -% abjl	1 1%	1 1%	1 1%	- -% ab	1 2% cefhikm	18 1%
NET: 1st class services	1203 80%	57 71%	108 72%	128 85% ab	71 83% b	87 82%	215 80%	195 88% abjl	97 78%	85 85% ab	57 75%	53 82% ab	49 75%	1043 81% ab
NET: 2nd class services	995 67%	56 69%	113 75% cehim	89 59%	60 70%	64 59%	174 65%	157 70%	74 60%	59 59%	54 70%	44 68%	51 78% cefhikm	846 66%
NET: Standard stamped mail	1314 88%	77 95% bcl	128 85%	124 83%	75 88%	97 90% l	239 89%	192 86%	111 89%	92 92% l	67 88%	57 89% l	54 82%	1135 88% l
NET: Large letter stamps	540 36%	41 50% bdfklm	50 34%	58 39%	26 30%	39 37%	83 31%	81 36%	51 41%	38 38%	29 38%	22 34%	21 32%	468 36%
NET: Franked / metered mail	155 10%	6 7%	19 12%	20 13%	6 8%	7 7%	19 7%	33 15% f	11 9%	8 8%	7 10%	6 10%	13 20% adefhijk m	129 10%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

Significance Level: 95%

Unweighted total

Weighted total

NET: PPI

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1493	74	129	72	90	108	136	104	109	94	205	182	190	916
1495	81	150	150	86	107	268	223	124	100	76	64	66	1289
30	1	6	2	3	3	8	*	3	1	1	*	1	28
2%	2%	4%	2%	4%	3%	3%	1%	2%	1%	1%	1%	2%	2%

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QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1493	121	155	22	124	328	72	631	1120	241	82	50	373	753	740
Weighted total	1495	117	129	22	134	333	81	637	1434	39	14	8	61	773	722
Standard Stamped Mail 1st Class	1023 68%	84 72%	90 70%	17 80%	97 73%	220 66%	53 66%	437 69%	991 69% bcde	23 59% cd	6 46%	4 43%	33 54%	520 67%	503 70%
Standard Stamped Mail 2nd Class	846 57%	89 76% bdefg	76 59% f	14 65%	72 54% f	186 56% f	30 37%	347 54% f	818 57% bcde	19 49% d	6 44%	3 33%	28 45%	401 52%	445 62% a
1st Class large letter stamps	417 28%	39 33% e	41 32% e	4 19%	53 39% eg	69 21%	29 37% e	172 27% e	404 28% ce	10 25%	2 14%	2 26%	14 23%	207 27%	211 29%
2nd Class large letter stamps	305 20%	28 24%	35 27% eg	3 15%	34 26% g	60 18%	23 28% eg	107 17%	294 21% c	8 20% c	1 9%	2 22%	11 18%	132 17%	173 24% a
Franked / metered mail 1st Class	141 9%	5 4%	15 12% a	* 1%	11 8%	23 7%	19 23% abdeg	65 10% a	122 9%	9 22% a	6 45% abe	4 51% abe	19 31% ab	75 10%	66 9%
Franked / metered mail 2nd Class	124 8%	4 3%	12 9%	2 8%	7 5%	18 6%	14 18% ade	65 10% ae	107 7%	8 21% a	5 38% ab	4 50% abe	18 29% ab	67 9%	58 8%
PPI - PPI 1st Class	23 2%	- -%	4 3% ag	- -%	4 3%	7 2%	1 2%	6 1%	22 2%	1 2%	* 1%	* 3%	1 2%	15 2%	8 1%
PPI - PPI 2nd Class	19 1%	- -%	4 3% g	- -%	3 2%	6 2%	1 2%	5 1%	18 1%	1 2%	* 2%	1 6% a	2 3% a	10 1%	9 1%
NET: 1st class services	1203 80%	95 81%	105 81%	17 81%	115 86% e	255 77%	73 91% eg	517 81%	1151 80%	33 85%	12 87%	8 92% a	53 86% a	616 80%	587 81%
NET: 2nd class services	995 67%	93 79% defg	90 70%	16 73%	82 61%	211 64%	49 60%	420 66%	949 66%	29 73% a	11 80% a	6 78%	46 75% a	484 63%	510 71% a
NET: Standard stamped mail	1314 88%	112 96% defg	116 90% f	20 92%	114 85% f	297 89% f	57 71%	557 87% f	1274 89% bcde	28 71% cd	8 56%	4 50%	40 65% d	668 86%	645 89%
NET: Large letter stamps	540 36%	44 38%	59 46% eg	6 29%	63 47% eg	99 30%	36 45% e	214 34%	522 36% ce	12 31% c	3 19%	3 33%	17 28%	271 35%	269 37%
NET: Franked / metered mail	155 10%	6 5%	15 12% a	2 8%	14 10%	25 7%	19 24% abdeg	72 11% a	134 9%	10 26% a	7 49% abe	4 54% abe	21 35% ab	84 11%	72 10%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

Significance Level: 95%

Unweighted total

Weighted total

NET: PPI

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1493	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1495	121	155	22	124	328	72	631	1120	241	82	50	373	753	740
	117	129	22	134	333	81	637	1434	39	14	8	61	773	722
30	-	5	-	5	10	1	8	28	1	*	1	2	20	11
2%	-%	4%	-%	4%	3%	2%	1%	2%	3%	2%	6%	3%	3%	1%
		ag		ag	ag						a			

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QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1493	598	71	94	44	1110	383	411	699	383	734	263	181	166	74	60	3
Weighted total	1495	704	70	68	15	1214	282	477	737	282	873	252	157	117	60	23	3
Standard Stamped Mail 1st Class	1023 68%	516 73% bc	43 62%	38 56%	10 64%	894 74% b	130 46%	358 75% c	536 73% c	130 46%	662 76% cdef	190 76% cdef	81 52% d	40 34%	27 45%	12 52% d	* 6%
Standard Stamped Mail 2nd Class	846 57%	404 57% d	49 70% acd	36 53%	5 35%	713 59% b	133 47%	265 56% c	448 61% c	133 47%	487 56% de	164 65% adef	102 65% adef	54 46%	26 43%	11 49%	* 6%
1st Class large letter stamps	417 28%	221 31% d	24 34% d	21 30% d	1 5%	359 30% b	58 21%	98 21%	261 35% ac	58 21%	253 29% def	85 34% def	52 33% def	15 13%	10 16%	2 8%	- -%
2nd Class large letter stamps	305 20%	162 23% d	20 28% d	17 24% d	1 4%	242 20%	63 22%	60 13%	182 25% a	63 22% a	148 17%	74 30% aef	43 28% af	25 22%	11 18%	3 13%	- -%
Franked / metered mail 1st Class	141 9%	35 5%	8 11% a	13 19% a	4 23% a	59 5%	82 29% a	3 1%	56 8% a	82 29% ab	28 3%	13 5%	23 15% ab	45 38% abc	24 40% abc	9 37% abc	- -%
Franked / metered mail 2nd Class	124 8%	30 4%	5 7%	12 17% a	5 31% ab	45 4%	79 28% a	3 1%	43 6% a	79 28% ab	20 2%	13 5% a	20 13% ab	41 35% abc	23 38% abc	8 35% abc	- -%
PPI - PPI 1st Class	23 2%	7 1%	- -%	4 6% ab	* 2%	12 1%	11 4% a	3 1%	9 1%	11 4% ab	7 1%	3 1%	6 4% ab	1 1%	* 1%	2 8% abde	3 94%
PPI - PPI 2nd Class	19 1%	6 1%	* 1%	5 7% ab	1 3%	7 1%	12 4% a	3 1%	5 1%	12 4% ab	4 % %	2 1%	4 3% a	3 2% a	* 1%	2 9% abcde	3 94%
NET: 1st class services	1203 80%	568 81%	54 77%	55 80%	14 90%	980 81%	223 79%	373 78%	607 82%	223 79%	710 81% c	202 80%	114 73%	88 75%	53 88% cd	22 96% abcd	3 100%
NET: 2nd class services	995 67%	442 63%	55 78% a	51 75% a	11 69%	771 64%	223 79% a	272 57%	499 68% a	223 79% ab	516 59%	183 73% a	122 78% a	99 85% ab	49 81% a	21 91% abc	3 100%
NET: Standard stamped mail	1314 88%	655 93% bcd	60 86% d	50 74%	10 65%	1135 93% b	179 63%	465 97% bc	670 91% c	179 63%	831 95% cdef	236 94% cdef	126 81% def	64 55%	33 55%	12 53%	* 6%
NET: Large letter stamps	540 36%	281 40% d	31 45% d	27 40% d	1 5%	449 37%	91 32%	119 25%	330 45% ac	91 32% a	307 35% def	118 47% adef	69 44% adef	29 25%	13 21%	4 16%	- -%
NET: Franked / metered mail	155 10%	38 5%	8 11% a	15 22% a	5 34% ab	66 5%	90 32% a	5 1%	61 8% a	90 32% ab	30 3%	15 6%	26 16% ab	50 43% abc	26 43% abc	9 39% abc	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

Significance Level: 95%

Unweighted total

Weighted total

NET: PPI

TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
	a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
1493	598	71	94	44	1110	383	411	699	383	734	263	181	166	74	60	3
1495	704	70	68	15	1214	282	477	737	282	873	252	157	117	60	23	3
30	11	*	5	1	15	15	4	11	15	8	4	9	3	*	3	3
2%	2%	1%	7%	3%	1%	5%	1%	2%	5%	1%	1%	6%	2%	1%	11%	94%
			ab			a			ab			ab			abde	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 32 (continuation)

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QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1493	576	72	47	29	26	1415	78	1370	123	1218	275	-
Weighted total	1495	554	54	47	27	18	1419	77	1380	116	1229	266	-
Standard Stamped Mail 1st Class	1023 68%	390 70% bc	29 53%	25 53%	12 43%	7 40%	981 69% b	43 55%	961 70% b	63 54%	864 70% b	160 60%	- -%
Standard Stamped Mail 2nd Class	846 57%	335 61%	28 51%	29 62%	18 64%	4 22%	811 57%	36 46%	787 57%	59 51%	707 58%	139 52%	- -%
1st Class large letter stamps	417 28%	204 37% bc	11 21%	10 22%	6 23%	4 24%	399 28%	19 24%	384 28%	33 29%	335 27%	82 31%	- -%
2nd Class large letter stamps	305 20%	147 27%	20 36%	13 29%	9 33%	2 10%	285 20%	20 26%	270 20%	35 30% a	229 19%	77 29% a	- -%
Franked / metered mail 1st Class	141 9%	58 10%	12 21% a	5 11%	6 20%	7 40%	125 9%	16 21% a	119 9%	22 19% a	94 8%	47 18% a	- -%
Franked / metered mail 2nd Class	124 8%	48 9%	11 21% a	5 11%	6 20%	5 27%	114 8%	11 14%	109 8%	15 13% a	91 7%	34 13% a	- -%
PPI - PPI 1st Class	23 2%	6 1%	* 1%	* 1%	3 9%	2 10%	21 2%	1 2%	21 2%	1 1%	14 1%	8 3% a	- -%
PPI - PPI 2nd Class	19 1%	3 1%	1 1%	1 1%	3 10%	3 18%	17 1%	2 2%	18 1%	1 1%	12 1%	7 3% a	- -%
NET: 1st class services	1203 80%	461 83% c	44 80% c	30 64%	19 69%	17 91%	1144 81%	59 77%	1114 81%	89 77%	987 80%	216 81%	- -%
NET: 2nd class services	995 67%	384 69%	43 79%	35 74%	23 85%	11 63%	948 67%	46 60%	921 67%	74 64%	819 67%	176 66%	- -%
NET: Standard stamped mail	1314 88%	492 89% b	38 71%	41 88% b	20 73%	8 42%	1253 88% b	60 78%	1223 89% b	91 79%	1107 90% b	207 78%	- -%
NET: Large letter stamps	540 36%	253 46%	23 42%	20 44%	10 38%	5 26%	507 36%	32 42%	486 35%	54 47% a	419 34%	121 45% a	- -%
NET: Franked / metered mail	155 10%	62 11%	12 23% a	5 11%	6 21%	8 42%	139 10%	17 22% a	132 10%	23 20% a	105 9%	50 19% a	- -%
NET: PPI	30 2%	7 1%	1 2%	1 2%	3 10%	4 20%	28 2%	2 2%	29 2%	1 1%	17 1%	13 5%	- -%

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Table 32 (continuation)

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QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1493	808	257	418	1450	960	1475	634	497	271	1062	386	18	343	423	1493	156
Weighted total	1495	805	249	424	1453	893	1477	590	443	257	1027	369	10	317	424	1495	101
Standard Stamped Mail 1st Class	1023	591	147	271	996	624	1007	384	303	158	691	243	7	211	302	1023	56
	68%	73%	59%	64%	69%	70%	68%	65%	68%	61%	67%	66%	72%	67%	71%	68%	55%
		bc			f	df	f								c	c	
Standard Stamped Mail 2nd Class	846	444	154	240	836	485	841	346	263	139	597	201	7	205	238	846	50
	57%	55%	62%	57%	58%	54%	57%	59%	59%	54%	58%	54%	73%	65%	56%	57%	50%
														a			
1st Class large letter stamps	417	224	71	122	408	374	417	190	107	102	308	119	5	109	185	417	38
	28%	28%	29%	29%	28%	42%	28%	32%	24%	40%	30%	32%	48%	34%	44%	28%	37%
						acdeg		e		acdeg	e				b		b
2nd Class large letter stamps	305	148	59	98	292	267	303	159	85	90	233	95	6	90	111	305	34
	20%	18%	24%	23%	20%	30%	20%	27%	19%	35%	23%	26%	58%	28%	26%	20%	34%
			a	a		acdeg		acdeg		acdeg					b		b
Franked / metered mail 1st Class	141	50	31	57	138	116	141	77	61	37	106	46	1	40	49	141	33
	9%	6%	13%	13%	10%	13%	10%	13%	14%	14%	10%	12%	13%	13%	11%	9%	33%
			a	a		ac		ac	ac	ac							ab
Franked / metered mail 2nd Class	124	43	29	49	122	102	124	67	60	33	92	39	1	35	35	124	29
	8%	5%	12%	12%	8%	11%	8%	11%	14%	13%	9%	11%	10%	11%	8%	8%	29%
			a	a		ac		ac	acg	ac							ab
PPI - PPI 1st Class	23	7	4	12	23	11	23	11	9	9	20	9	-	2	8	23	5
	2%	1%	2%	3%	2%	1%	2%	2%	2%	4%	2%	2%	-%	1%	2%	2%	5%
			a	a						abc		c					b
PPI - PPI 2nd Class	19	6	2	11	19	11	19	9	13	7	18	9	-	2	7	19	6
	1%	1%	1%	3%	1%	1%	1%	2%	3%	3%	2%	2%	-%	1%	2%	1%	6%
			a	a					abc			c					ab
NET: 1st class services	1203	657	189	340	1170	768	1187	480	374	205	828	300	8	257	366	1203	90
	80%	82%	76%	80%	80%	86%	80%	81%	85%	80%	81%	81%	84%	81%	86%	80%	89%
		b				acdfg			ac						b		b
NET: 2nd class services	995	496	186	302	975	608	990	424	332	182	705	251	8	236	279	995	80
	67%	62%	75%	71%	67%	68%	67%	72%	75%	71%	69%	68%	84%	74%	66%	67%	79%
			a	a				ac	abcg								ab
NET: Standard stamped mail	1314	745	207	347	1282	747	1295	496	367	207	894	308	8	281	365	1314	67
	88%	92%	83%	82%	88%	84%	88%	84%	83%	80%	87%	84%	86%	89%	86%	88%	66%
		bc			bdef		bdef				bef				c	c	
NET: Large letter stamps	540	275	102	163	519	470	537	250	136	141	398	161	6	140	216	540	49
	36%	34%	41%	38%	36%	53%	36%	42%	31%	55%	39%	44%	62%	44%	51%	36%	48%
			a		e	acdeg	e	ace		acdeg	e				b		b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

Significance Level: 95%
Unweighted total
Weighted total
NET: Franked / metered
mail

NET: PPI

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
1493	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1495	808	257	418	1450	960	1475	634	497	271	1062	386	18	343	423	1493	156
	805	249	424	1453	893	1477	590	443	257	1027	369	10	317	424	1495	101
155	57	36	60	152	126	155	81	68	41	116	50	1	41	50	155	34
10%	7%	14%	14%	10%	14%	11%	14%	15%	16%	11%	14%	13%	13%	12%	10%	33%
	a	a	a	ac	ac	acg	ac	acg	acg							ab
30	9	6	14	30	16	30	14	14	12	26	14	-	2	11	30	7
2%	1%	3%	3%	2%	2%	2%	2%	3%	5%	3%	4%	-	1%	3%	2%	7%
			a						abc		c					ab

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Table 32 (continuation)

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QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1493	1205	1044	133	35	1315	1475	1298	1480	1169	1463	-	760	1471	197	179	1117	193
Weighted total	1495	1203	995	131	41	1315	1471	1276	1477	1140	1467	-	760	1476	168	178	1119	193
Standard Stamped Mail 1st Class	1023	1023	571	79	31	905	1010	866	1015	766	1003	-	513	1014	111	108	788	127
	68%	85%	57%	61%	77%	69%	69%	68%	69%	67%	68%	-%	68%	69%	66%	61%	70%	66%
		b															a	
Standard Stamped Mail 2nd Class	846	575	846	111	19	713	829	712	831	663	831	-	447	839	92	100	610	136
	57%	48%	85%	85%	48%	54%	56%	56%	56%	58%	57%	-%	59%	57%	55%	56%	54%	71%
			a	bc														ab
1st Class large letter stamps	417	417	231	46	12	356	412	382	415	338	417	-	234	412	71	46	317	50
	28%	35%	23%	35%	30%	27%	28%	30%	28%	30%	28%	-%	31%	28%	42%	26%	28%	26%
		b													ab			
2nd Class large letter stamps	305	216	305	52	3	248	300	265	302	254	303	-	184	304	58	37	205	63
	20%	18%	31%	40%	7%	19%	20%	21%	20%	22%	21%	-%	24%	21%	34%	20%	18%	33%
			a	bc									b		ab			ab
Franked / metered mail 1st Class	141	141	110	15	5	123	138	130	138	111	141	-	80	136	29	25	92	22
	9%	12%	11%	11%	11%	9%	9%	10%	9%	10%	10%	-%	11%	9%	17%	14%	8%	12%
															ab	b		
Franked / metered mail 2nd Class	124	111	124	16	4	105	121	114	121	97	124	-	67	120	25	24	75	24
	8%	9%	13%	12%	11%	8%	8%	9%	8%	9%	8%	-%	9%	8%	15%	14%	7%	12%
			a												ab	b		b
PPI - PPI 1st Class	23	23	16	4	-	18	23	20	23	20	23	-	13	23	4	4	15	4
	2%	2%	2%	3%	-%	1%	2%	2%	2%	2%	2%	-%	2%	2%	3%	2%	1%	2%
PPI - PPI 2nd Class	19	13	19	4	2	14	19	19	19	18	19	-	10	19	3	4	14	*
	1%	1%	2%	3%	4%	1%	1%	2%	1%	2%	1%	-%	1%	1%	2%	2%	1%	%
NET: 1st class services	1203	1203	702	96	39	1061	1189	1036	1194	907	1183	-	615	1189	146	141	911	146
	80%	100%	71%	73%	95%	81%	81%	81%	81%	80%	81%	-%	81%	81%	87%	79%	81%	76%
		b			ac	a									b			
NET: 2nd class services	995	702	995	127	23	840	977	849	979	786	979	-	531	982	120	128	708	157
	67%	58%	100%	97%	56%	64%	66%	67%	66%	69%	67%	-%	70%	67%	71%	72%	63%	81%
		a		bc												b		ab
NET: Standard stamped mail	1314	1042	861	115	34	1155	1290	1105	1295	995	1286	-	656	1299	137	145	998	171
	88%	87%	87%	88%	85%	88%	88%	87%	88%	87%	88%	-%	86%	88%	81%	81%	89%	88%
														c			a	
NET: Large letter stamps	540	450	353	59	12	464	535	480	537	437	537	-	305	534	90	64	398	74
	36%	37%	36%	45%	30%	35%	36%	38%	36%	38%	37%	-%	40%	36%	54%	36%	36%	38%
				c											ab			
NET: Franked / metered mail	155	142	124	16	5	135	152	143	152	121	154	-	87	150	30	28	99	27
	10%	12%	13%	13%	11%	10%	10%	11%	10%	11%	11%	-%	11%	10%	18%	16%	9%	14%
															ab	b		b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

Significance Level: 95%
Unweighted total
Weighted total
NET: PPI

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1493	1205	1044	133	35	1315	1475	1298	1480	1169	1463	-	760	1471	197	179	1117	193
1495	1203	995	131	41	1315	1471	1276	1477	1140	1467	-	760	1476	168	178	1119	193
30	24	23	5	2	23	30	28	30	27	30	-	17	30	5	5	20	4
2%	2%	2%	4%	4%	2%	2%	2%	2%	2%	2%	-%	2%	2%	3%	3%	2%	2%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1493	112	90	1276	968	525	1372	121	1189	76	271	1222	49	192
Weighted total	1495	121	78	1284	947	548	1358	137	1157	76	277	1219	51	183
Standard Stamped Mail 1st Class	1023 68%	80 66% b	38 48% b	898 70% b	671 71% b	352 64% b	912 67% b	111 81% a	807 70% b	47 62% b	186 67% b	837 69% b	28 55% b	113 62% b
Standard Stamped Mail 2nd Class	846 57%	58 48% b	51 65% a	735 57% b	553 58% b	293 54% b	785 58% b	61 44% b	649 56% b	46 60% b	171 62% b	675 55% b	29 57% b	99 54% b
1st Class large letter stamps	417 28%	33 27% b	25 32% b	356 28% b	264 28% b	153 28% b	390 29% b	28 20% b	317 27% b	24 31% b	99 36% b	318 26% b	16 31% b	60 33% b
2nd Class large letter stamps	305 20%	35 29% c	33 42% ac	237 18% b	195 21% b	110 20% b	286 21% b	19 14% b	229 20% b	24 32% a	80 29% b	225 18% b	19 38% b	51 28% b
Franked / metered mail 1st Class	141 9%	17 14% b	11 14% b	110 9% b	91 10% b	51 9% b	138 10% b	3 2% b	100 9% b	8 11% b	19 7% b	123 10% b	6 11% b	32 17% b
Franked / metered mail 2nd Class	124 8%	15 12% b	9 11% b	100 8% b	85 9% b	40 7% b	120 9% b	4 3% b	92 8% b	3 4% b	19 7% b	106 9% b	4 9% b	21 12% b
PPI - PPI 1st Class	23 2%	5 4% c	5 6% c	13 1% b	12 1% b	11 2% b	23 2% b	- -% b	21 2% b	* *% b	7 2% b	16 1% b	3 5% b	6 3% b
PPI - PPI 2nd Class	19 1%	6 5% c	2 2% b	11 1% b	9 1% b	10 2% b	19 1% b	- -% b	16 1% b	* *% b	9 3% b	11 1% b	2 5% b	5 3% b
NET: 1st class services	1203 80%	101 83% b	57 73% b	1035 81% b	781 82% b	423 77% b	1090 80% b	113 82% b	936 81% b	58 75% b	213 77% b	990 81% b	34 67% b	154 84% a
NET: 2nd class services	995 67%	78 65% b	64 82% ac	849 66% b	641 68% b	353 64% b	928 68% b	66 48% b	759 66% b	51 67% b	198 72% b	797 65% b	36 71% b	121 66% b
NET: Standard stamped mail	1314 88%	101 83% b	61 79% b	1144 89% ab	839 89% b	474 87% b	1179 87% b	134 98% a	1024 89% b	67 88% b	248 90% b	1066 87% b	42 83% b	141 77% b
NET: Large letter stamps	540 36%	52 43% b	39 51% c	444 35% b	338 36% b	201 37% b	506 37% b	33 24% b	403 35% b	37 49% a	131 47% b	409 34% b	31 62% b	80 44% b
NET: Franked / metered mail	155 10%	17 14% b	11 15% b	123 10% b	100 11% b	55 10% b	151 11% b	4 3% b	111 10% b	9 11% b	22 8% b	133 11% b	8 15% b	33 18% b

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?

Base: All those using RM standard delivery services

Significance Level: 95%

Unweighted total

Weighted total

NET: PPI

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1493	a	b	c	a	b	a	b	a	b	a	b	a	b
1495	112	90	1276	968	525	1372	121	1189	76	271	1222	49	192
	121	78	1284	947	548	1358	137	1157	76	277	1219	51	183
30	6	5	19	14	16	30	-	25	*	10	20	5	8
2%	5%	7%	1%	1%	3%	2%	-%	2%	*%	4%	2%	10%	4%
	c	c								b			

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 32 (continuation)

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QV6d. Which, if any, of the following Royal Mail services does your organisation use to send your standard mail?
Base: All those using RM standard delivery services

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	*b	a	b	c	d
Unweighted total	1493	210	5	361	369	378	385
Weighted total	1495	201	7	367	366	379	383
Standard Stamped Mail 1st Class	1023 68%	125 62%	4 60%	263 72%	260 71%	248 66%	252 66%
Standard Stamped Mail 2nd Class	846 57%	110 55%	4 52%	193 53%	230 63% ad	213 56%	209 55%
1st Class large letter stamps	417 28%	62 31%	4 60%	137 37% bcd	108 29% c	73 19%	100 26% c
2nd Class large letter stamps	305 20%	57 28%	4 52%	103 28% cd	81 22% c	44 12%	77 20% c
Franked / metered mail 1st Class	141 9%	32 16%	2 23%	46 12% b	21 6%	40 11% b	34 9%
Franked / metered mail 2nd Class	124 8%	21 10%	2 23%	41 11% bd	21 6%	36 10%	26 7%
PPI - PPI 1st Class	23 2%	8 4%	- -%	8 2%	4 1%	5 1%	5 1%
PPI - PPI 2nd Class	19 1%	7 3%	* 6%	12 3% bcd	3 1%	4 1%	* *%
NET: 1st class services	1203 80%	163 81%	4 60%	312 85% bcd	291 79%	302 80%	298 78%
NET: 2nd class services	995 67%	134 67%	6 82%	240 66%	254 69%	259 68%	241 63%
NET: Standard stamped mail	1314 88%	160 80%	7 94%	313 85%	336 92% ac	326 86%	337 88%
NET: Large letter stamps	540 36%	91 45%	7 94%	165 45% bcd	135 37% c	96 25%	144 37% c
NET: Franked / metered mail	155 10%	33 16%	2 23%	48 13% b	27 7%	43 11%	38 10%
NET: PPI	30 2%	12 6%	* 6%	13 4%	6 2%	6 1%	6 1%

Columns Tested: a,b - a,b,c,d

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Table 33

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Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	964	44	79	50	58	69	90	75	71	70	129	123	106	606
Weighted total	1023	54	88	100	62	76	183	164	85	78	49	45	39	891
0-24%	208	6	18	11	18	15	38	42	14	19	12	8	8	180
	20%	11%	20%	11%	28%	20%	21%	26%	17%	24%	24%	19%	19%	20%
					ac			c						
25-49%	131	10	15	10	7	3	18	28	11	7	7	6	9	110
	13%	18%	17%	10%	11%	4%	10%	17%	13%	8%	14%	13%	23%	12%
		e	e					e		e			efikm	e
50-74%	225	12	20	39	11	16	34	38	11	15	10	12	8	195
	22%	23%	22%	39%	17%	21%	19%	23%	13%	19%	20%	26%	21%	22%
				bdefhijlm								h		
75-100%	459	25	36	40	27	42	93	56	48	38	21	19	14	406
	45%	48%	40%	40%	43%	55%	51%	34%	57%	48%	43%	42%	36%	46%
						gl	gl		bgkl					
Answered	1023	54	88	100	62	76	183	164	85	78	49	45	39	891
Mean	61.03	61.45	57.11	63.27	58.79	68.54	66.13	52.50	66.53	61.20	58.40	60.49	56.00	61.42
						bgl	gl		gl					g
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 33 (continuation)

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Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
964	a	b	*c	d	e	f	g	a	b	c	*d	e	a	b
1023	76	91	17	85	215	46	413	764	142	36	22	200	489	475
	84	90	17	97	220	53	437	991	23	6	4	33	520	503
208	20	32	4	16	40	14	73	199	6	1	1	9	96	112
20%	24%	36%	26%	16%	18%	26%	17%	20%	28%	22%	20%	26%	18%	22%
		deg							a					
131	17	5	2	15	19	10	64	126	3	1	1	5	57	74
13%	20%	5%	10%	15%	8%	19%	15%	13%	13%	22%	27%	16%	11%	15%
	be			b		be	be							
225	26	17	8	23	46	10	88	218	5	1	1	7	123	102
22%	30%	19%	46%	23%	21%	19%	20%	22%	23%	16%	16%	21%	24%	20%
	g													
459	21	36	3	44	116	19	213	447	8	2	1	12	244	215
45%	26%	40%	19%	45%	53%	36%	49%	45%	36%	40%	37%	37%	47%	43%
	a			a	abf		a	e						
1023	84	90	17	97	220	53	437	991	23	6	4	33	520	503
61.03	50.82	50.82	53.32	61.19	67.80	54.12	63.33	61.30	53.26	51.34	53.74	52.95	63.24	58.75
				a	abf		ab	be					b	

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Table 33 (continuation)

Page 445

Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	964	438	44	48	19	794	170	304	490	170	555	185	104	61	25	21	1
Weighted total	1023	516	43	38	10	894	130	358	536	130	662	190	81	40	27	12	*
0-24%	208	109	10	13	2	161	47	53	107	47	108	52	21	11	11	4	*
	20%	21%	24%	35%	24%	18%	36%	15%	20%	36%	16%	27%	26%	27%	41%	37%	100%
				a			a			ab		a	a	a			
25-49%	131	53	12	2	1	117	14	28	89	14	66	41	12	10	*	1	-
	13%	10%	28%	6%	11%	13%	11%	8%	17%	11%	10%	22%	14%	24%	1%	5%	-%
			ac						a			a	a	a			
50-74%	225	108	11	10	2	196	29	68	128	29	157	27	20	8	7	6	-
	22%	21%	25%	27%	17%	22%	22%	19%	24%	22%	24%	14%	24%	19%	26%	52%	-%
											b		b				
75-100%	459	246	10	12	5	420	40	209	211	40	331	70	29	12	9	1	-
	45%	48%	23%	32%	48%	47%	31%	58%	39%	31%	50%	37%	36%	30%	32%	6%	-%
		bc				b		bc	c		bcd						
Answered	1023	516	43	38	10	894	130	358	536	130	662	190	81	40	27	12	*
Mean	61.03	62.17	46.46	54.36	62.85	62.89	48.19	70.83	57.59	48.19	65.89	52.59	50.37	50.17	50.51	34.86	10.00
		b				b		bc	c		bcd						

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 33 (continuation)

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Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	964	380	37	25	11	12	920	44	896	68	808	156	-
Weighted total	1023	390	29	25	12	7	981	43	961	63	864	160	-
0-24%	208	90	15	5	6	4	201	7	192	15	155	52	-
	20%	23%	52%	20%	48%	56%	20%	17%	20%	25%	18%	33%	-%
		a									a		
25-49%	131	61	1	1	1	*	128	3	128	3	117	14	-
	13%	16%	4%	2%	4%	3%	13%	7%	13%	5%	14%	9%	-%
50-74%	225	91	1	5	3	2	215	10	213	12	186	39	-
	22%	23%	3%	22%	25%	23%	22%	23%	22%	20%	22%	24%	-%
		b											
75-100%	459	148	12	14	3	1	437	23	428	32	405	55	-
	45%	38%	40%	55%	22%	18%	45%	54%	45%	50%	47%	34%	-%
											b		
Answered	1023	390	29	25	12	7	981	43	961	63	864	160	-
Mean	61.03	55.84	49.44	66.98	38.95	34.74	60.74	67.80	60.95	62.27	62.73	51.85	-
											b		

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

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Table 33 (continuation)

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Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	964	559	145	251	938	614	948	385	305	147	666	236	8	220	275	964	78
Weighted total	1023	591	147	271	996	624	1007	384	303	158	691	243	7	211	302	1023	56
0-24%	208	100	37	69	201	141	207	102	62	54	151	65	4	50	61	208	18
	20%	17%	25% a	25% a	20%	23%	21%	27% ac	21%	34% abcegg	22%	27%	55%	24%	20%	20%	33% ab
25-49%	131	72	20	38	129	97	130	51	49	20	97	33	1	30	55	131	12
	13%	12%	14%	14%	13%	16%	13%	13%	16%	13%	14%	14%	9%	14%	18% b	13%	22% b
50-74%	225	130	33	58	222	167	225	87	73	32	153	48	2	52	81	225	13
	22%	22%	23%	21%	22%	27% ac	22%	23%	24%	20%	22%	20%	22%	25%	27%	22%	24%
75-100%	459	289	56	106	444	219	446	144	118	52	290	97	1	79	106	459	12
	45%	49% bc	38%	39%	45% bdf	35% bdf	44% bdf	38%	39% bf	33% bf	42% bf	40%	13%	38%	35% c	45% ac	22%
Answered	1023	591	147	271	996	624	1007	384	303	158	691	243	7	211	302	1023	56
Mean	61.03	64.24 bc	55.89	56.08	60.84 bdf	54.59	60.60 bdf	54.96	57.63 f	49.96	59.28 bdf	56.67	34.87	54.52	55.52 c	61.03 ac	43.26

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 33 (continuation)

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Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	964	562	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Weighted total	1023	571	77	25	853	955	825	958	747	945	-	493	952	113	105	737	121
0-24%	208	194	79	31	905	1010	866	1015	766	1003	-	513	1014	111	108	788	127
20%	208	34% a	34	1	171	205	174	205	172	207	-	113	203	32	25	137	46
	20%		42% c	2%	19%	20%	20%	20%	22%	21%	-%	22%	20%	28% b	23%	17%	36% ab
25-49%	131	123	21	3	109	127	115	129	105	129	-	87	131	16	11	96	24
13%	13%	22% a	27% c	9%	12%	13%	13%	13%	14%	13%	-%	17% b	13%	14%	10%	12%	19% b
50-74%	225	159	18	10	194	225	194	225	172	220	-	114	225	28	22	180	23
	22%	28% a	23%	31%	21%	22%	22%	22%	23%	22%	-%	22%	22%	25%	20%	23%	18%
75-100%	459	94	6	18	431	453	383	456	317	447	-	198	455	36	51	375	34
45%	45%	16%	8%	58%	48% a	45%	44%	45%	41%	45%	-%	39%	45% ac	32%	47% c	48% c	26%
Answered	1023	571	79	31	905	1010	866	1015	766	1003	-	513	1014	111	108	788	127
Mean	61.03	40.57	34.41	76.09	62.71 a	61.11	60.64	61.17	58.67	60.71	-	56.92	61.13 ac	52.12	60.06 c	63.61 c	45.85

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 33 (continuation)

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Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
964	a	b	c	a	b	a	b	a	b	a	b	*a	b
1023	72	48	836	647	317	870	94	777	51	180	784	28	108
	80	38	898	671	352	912	111	807	47	186	837	28	113
208	23	13	172	138	69	197	11	154	15	44	164	11	36
20%	29%	34%	19%	21%	20%	22%	10%	19%	32%	23%	20%	41%	31%
	c	c				b			a				
131	15	12	104	92	39	115	16	105	2	27	105	2	12
13%	19%	32%	12%	14%	11%	13%	14%	13%	4%	14%	12%	7%	10%
		c				b							
225	10	3	209	148	78	211	15	162	16	51	174	8	30
22%	12%	8%	23%	22%	22%	23%	13%	20%	33%	27%	21%	30%	26%
			ab			b			a				
459	32	10	414	293	166	390	69	387	15	65	395	6	37
45%	40%	26%	46%	44%	47%	43%	62%	48%	32%	35%	47%	22%	32%
			b				a	b			a		
1023	80	38	898	671	352	912	111	807	47	186	837	28	113
61.03	55.12	42.22	62.23	59.89	63.21	59.45	74.01	62.69	52.31	55.33	62.30	41.85	51.32
			b				a	b			a		

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Table 33 (continuation)

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Standard Stamped Mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail First Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
964	117	3	229	241	251	243
1023	125	4	263	260	248	252
208	41	1	72	44	48	44
20%	33%	31%	27%	17%	19%	18%
			bcd			
131	9	2	32	51	19	30
13%	7%	39%	12%	20%	8%	12%
				acd		
225	35	1	42	62	65	57
22%	28%	30%	16%	24%	26%	23%
				a	a	
459	40	-	118	104	117	121
45%	32%	-%	45%	40%	47%	48%
1023	125	4	263	260	248	252
61.03	50.41	32.91	57.79	59.29	64.16	63.14
					a	

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
825	43	73	35	47	55	74	58	58	50	120	102	110	493
846	50	90	76	51	54	154	127	65	54	47	37	40	722
145	13	12	21	10	9	28	15	11	8	7	4	6	127
17%	26% k	14%	27% k	19%	17%	18%	12%	17%	15%	16%	12%	15%	18%
119	3	11	11	6	11	22	26	9	5	6	4	6	103
14%	6%	12%	14%	11%	21% a	14%	20% a	13%	10%	14%	10%	14%	14%
202	14	20	17	12	9	34	37	10	18	8	13	11	170
24%	28%	23%	23%	23%	16%	22%	29%	15%	33% hj	18%	35% ehjm	26%	24%
380	20	47	28	24	25	70	50	35	23	25	16	18	322
45%	41%	52%	36%	46%	46%	46%	39%	55%	43%	53%	43%	44%	45%
846	50	90	76	51	54	154	127	65	54	47	37	40	722
61.64	58.44	66.66	54.80	60.17	60.64	61.38	60.06	64.72	62.06	67.03	63.71	62.87	61.12

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Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	c	*d	e	a	b
Unweighted total	825	90	86	15	67	175	26	341	653	120	35	17	172	374	451
Weighted total	846	89	76	14	72	186	30	347	818	19	6	3	28	401	445
0-24%	145	5	15	-	15	28	4	71	141	2	1	1	4	73	72
	17%	5%	20% a	-%	21% a	15% a	12% a	21% a	17% b	8%	24% b	24%	13%	18%	16%
25-49%	119	16	10	2	16	27	6	41	114	3	1	1	5	48	71
	14%	18%	13%	12%	22% g	15%	21%	12%	14%	17%	12%	40%	18%	12%	16%
50-74%	202	31	10	7	17	38	12	79	194	5	2	1	8	89	113
	24%	35% beg	13%	48%	23%	21%	42%	23% b	24%	27%	29%	30%	27%	22%	25%
75-100%	380	37	41	6	25	93	8	155	369	9	2	*	11	191	189
	45%	42%	54% d	40%	34%	50% d	26%	45%	45%	48%	35%	6%	41%	48%	43%
Answered	846	89	76	14	72	186	30	347	818	19	6	3	28	401	445
Mean	61.64	64.52 d	64.07 d	63.71	50.99	64.34 d	54.25	61.23 d	61.67	65.60	55.49	37.70	60.75	63.08	60.34

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 34 (continuation)

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Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	825	354	47	47	13	667	158	237	430	158	418	174	110	76	24	19	1
Weighted total	846	404	49	36	5	713	133	265	448	133	487	164	102	54	26	11	*
0-24%	145	75	3	4	1	123	22	39	84	22	93	27	14	8	2	1	-
	17%	19% b	6%	10%	9%	17%	16%	15%	19%	16%	19%	16%	13%	15%	8%	7%	-%
25-49%	119	52	10	8	*	95	24	24	71	24	61	23	20	9	6	1	-
	14%	13%	21%	22%	6%	13%	18%	9%	16% a	18% a	12%	14%	20%	17%	22%	8%	-%
50-74%	202	99	16	6	2	171	31	52	119	31	114	43	19	12	6	7	-
	24%	24%	33%	18%	45%	24%	23%	20%	27% a	23% a	23%	26%	18%	22%	22%	58%	-%
75-100%	380	178	20	18	2	325	56	150	174	56	219	71	50	25	13	3	*
	45%	44%	40%	50%	39%	46%	42%	57% bc	39%	42%	45%	43%	49%	46%	48%	27%	100%
Answered	846	404	49	36	5	713	133	265	448	133	487	164	102	54	26	11	*
Mean	61.64	61.21	64.04	64.40	60.09	61.96	59.90	68.00 bc	58.39	59.90	61.00	61.33	63.27	63.53	66.48	58.66	90.00

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 34 (continuation)

Page 454

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	*c	*d	*e	a	b	a	b	a	b	*c
825	333	30	24	14	9	787	38	766	59	693	132	-
846	335	28	29	18	4	811	36	787	59	707	139	-
145	72	12	5	4	1	131	14	128	17	118	27	-
17%	22%	43%	17%	23%	32%	16%	38%	16%	28%	17%	19%	-%
	a						a		a			
119	51	2	4	*	1	115	4	109	10	98	21	-
14%	15%	6%	15%	3%	19%	14%	10%	14%	17%	14%	15%	-%
202	81	6	8	3	1	191	11	187	15	160	42	-
24%	24%	21%	26%	19%	32%	24%	30%	24%	26%	23%	30%	-%
380	131	8	12	10	1	373	7	363	17	332	49	-
45%	39%	30%	42%	55%	17%	46%	21%	46%	29%	47%	35%	-%
						b		b		b		
846	335	28	29	18	4	811	36	787	59	707	139	-
61.64	57.60	46.54	62.42	64.68	38.26	62.41	43.96	62.45	50.77	62.78	55.83	-
						b		b		b		

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Table 34 (continuation)

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Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	825	453	151	216	812	493	818	345	275	132	582	196	9	204	213	825	70
Weighted total	846	444	154	240	836	485	841	346	263	139	597	201	7	205	238	846	50
0-24%	145	73	25	44	141	97	143	73	53	37	96	57	2	36	45	145	7
	17%	16%	16%	18%	17%	20%	17%	21%	20%	27%	16%	28% c	22%	17%	19%	17%	15%
25-49%	119	58	16	43	119	99	119	57	36	24	91	28	*	30	57	119	13
	14%	13%	10%	18% b	14%	21% aceg	14%	16%	14%	17%	15%	14%	4%	15%	24% b	14%	26% b
50-74%	202	103	46	52	199	127	200	81	78	28	143	44	2	53	72	202	20
	24%	23%	30%	22%	24%	26%	24%	23%	30% cf	21%	24%	22%	34%	26%	30%	24%	40% b
75-100%	380	211	67	101	376	162	379	135	96	49	267	72	3	86	64	380	10
	45%	47%	43%	42%	45%	33%	45% bef	39%	36%	35%	45% bef	36%	40%	42%	27% ac	45% ac	19%
Answered	846	444	154	240	836	485	841	346	263	139	597	201	7	205	238	846	50
Mean	61.64	63.06	62.44	59.11	61.77 bdef	53.68	61.70 bdef	57.49	56.93	54.14	61.85 bef	53.77	57.94	60.64 a	51.74	61.64 ac	48.44

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 34 (continuation)

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Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total																	
Weighted total																	
0-24%																	
17%																	
25-49%																	
14%																	
50-74%																	
20%																	
24%																	
75-100%																	
38%																	
45%																	
Answered																	
84%																	
Mean																	
61.64																	

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 34 (continuation)

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Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
825	a	b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	57	55	708	549	276	762	63	660	39	152	673	24	97
Weighted total	846	58	51	735	553	293	785	649	46	171	675	29	99
0-24%	145	15	7	121	102	43	139	121	3	36	109	10	14
	17%	26%	13%	16%	18%	15%	18%	19%	7%	21%	16%	36%	15%
25-49%	119	7	11	100	76	43	112	92	2	30	89	4	17
	14%	12%	22%	14%	14%	15%	14%	14%	5%	17%	13%	14%	18%
50-74%	202	17	13	173	144	58	189	144	18	39	163	3	34
	24%	29%	25%	23%	26%	20%	24%	22%	39%	23%	24%	10%	35%
				b					a				
75-100%	380	19	20	341	230	150	345	292	23	67	313	12	33
	45%	33%	40%	46%	42%	51%	44%	45%	50%	39%	46%	41%	33%
			a			a							
Answered	846	58	51	735	553	293	785	649	46	171	675	29	99
Mean	61.64	53.06	61.61	62.47	59.58	65.52	60.89	61.12	69.47	57.35	62.73	50.58	56.31
			a			a							

Standard Stamped Mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Standard Stamped Mail 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
825	106	2	186	218	213	208
846	110	4	193	230	213	209
145	19	1	43	33	34	34
17%	17%	35%	22% b	14%	16%	16%
119	17	-	36	37	26	20
14%	16%	-%	19% d	16%	12%	10%
202	34	-	50	54	48	50
24%	31%	-%	26%	24%	23%	24%
380	39	2	64	106	105	105
45%	36%	65%	33% a	46% a	49% a	50% a
846	110	4	193	230	213	209
61.64	55.81	66.09	54.41	62.56 a	63.41 a	65.50 a

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Table 35

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1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	*a	b	*c	*d	*e	f	g	*h	*i	j	k	l	m
394	20	34	22	22	29	33	35	29	29	58	41	42	253
417	26	38	47	22	30	63	69	37	32	23	15	15	364
248	14	20	21	14	16	40	40	25	21	15	11	11	212
59%	51%	54%	45%	63%	55%	64%	57%	68%	67%	64%	71%	73%	58%
78	7	11	8	3	8	13	10	6	3	3	2	4	69
19%	27%	29%	16%	12%	27%	21%	15%	17%	8%	15%	12%	25%	19%
65	4	6	10	3	3	10	14	5	5	3	2	*	60
16%	17%	16%	22%	13%	8%	15%	20%	12%	17%	12%	15%	3%	16%
26	1	*	8	3	3	-	5	1	3	2	*	-	24
6%	5%	*%	17%	12%	9%	-%	8%	3%	8%	9%	3%	-%	7%
417	26	38	47	22	30	63	69	37	32	23	15	15	364
25.99	26.12	23.70	38.77	26.82	26.59	20.33	28.79	23.43	23.58	25.06	21.33	17.13	26.61

Ofcom; Business Postal Tracker

Table 35 (continuation)

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1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	394	33	36	4	48	65	23	175	314	55	12	13	80	196	198
Weighted total	417	39	41	4	53	69	29	172	404	10	2	2	14	207	211
0-24%	248	32	25	2	28	49	15	91	240	6	1	1	8	109	139
	59%	82%	62%	40%	53%	71%	50%	53%	59%	59%	72%	42%	58%	53%	66%
		dg				dg								a	
25-49%	78	3	5	3	16	6	4	40	74	2	1	1	3	36	42
	19%	8%	13%	60%	29%	9%	13%	23%	18%	20%	28%	35%	24%	17%	20%
					ae			e							
50-74%	65	4	8	-	7	8	10	29	64	2	-	*	2	45	21
	16%	10%	20%	-%	13%	11%	36%	17%	16%	16%	-%	6%	12%	22%	10%
														b	
75-100%	26	-	2	-	3	6	*	13	25	*	-	*	1	17	9
	6%	-%	6%	-%	5%	8%	1%	7%	6%	4%	-%	17%	6%	8%	4%
Answered	417	39	41	4	53	69	29	172	404	10	2	2	14	207	211
Mean	25.99	15.05	26.90	22.65	25.52	23.29	28.63	28.70	26.07	23.31	15.63	31.23	23.47	30.28	21.78
			a		a			a						b	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	*d	*e	*f	*g
Unweighted total	394	186	20	27	5	318	76	78	240	76	204	80	62	28	11	7	-
Weighted total	417	221	24	21	1	359	58	98	261	58	253	85	52	15	10	2	-
0-24%	248	135	14	16	*	215	33	54	161	33	144	47	36	11	8	2	-
	59%	61%	58%	80%	57%	60%	57%	55%	62%	57%	57%	56%	69%	71%	83%	79%	-%
25-49%	78	41	7	1	*	66	12	19	47	12	38	28	7	3	*	*	-
	19%	19%	28%	7%	43%	18%	20%	19%	18%	20%	15%	33%	14%	22%	4%	21%	-%
									ac								
50-74%	65	28	2	3	-	61	4	16	45	4	52	7	6	1	-	-	-
	16%	13%	9%	13%	-%	17%	7%	17%	17%	7%	20%	9%	11%	5%	-%	-%	-%
						b			c		b						
75-100%	26	17	1	-	-	17	9	9	8	9	19	2	3	*	1	-	-
	6%	8%	5%	-%	-%	5%	16%	10%	3%	16%	8%	3%	6%	1%	13%	-%	-%
						a		b		b							
Answered	417	221	24	21	1	359	58	98	261	58	253	85	52	15	10	2	-
Mean	25.99	26.16	22.17	16.35	14.70	25.50	29.02	27.61	24.71	29.02	29.02	22.38	20.87	19.10	19.44	11.90	-
								bc									

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 35 (continuation)

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1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
394	186	18	9	6	4	376	18	365	29	320	74	-
417	204	11	10	6	4	399	19	384	33	335	82	-
248	114	8	8	5	1	237	11	230	18	204	44	-
59%	56%	74%	75%	80%	14%	59%	60%	60%	55%	61%	54%	-%
78	50	1	*	-	-	76	2	68	10	57	21	-
19%	25%	7%	2%	-%	-%	19%	11%	18%	29%	17%	26%	-%
65	28	*	2	-	-	61	4	63	3	58	8	-
16%	14%	4%	23%	-%	-%	15%	22%	16%	9%	17%	10%	-%
26	13	2	-	1	4	25	1	24	3	17	9	-
6%	6%	16%	-%	20%	86%	6%	7%	6%	8%	5%	11%	-%
417	204	11	10	6	4	399	19	384	33	335	82	-
25.99	26.78	26.88	19.56	26.60	77.85	25.91	27.68	25.76	28.59	25.09	29.68	-

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Table 35 (continuation)

Page 463

1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	394	221	59	114	383	347	394	176	102	93	304	110	5	106	158	394	56
Weighted total	417	224	71	122	408	374	417	190	107	102	308	119	5	109	185	417	38
0-24%	248	126	48	74	247	211	248	107	73	56	198	60	3	72	98	248	25
	59%	56%	67%	61%	60%	56%	59%	56%	68% b	55%	64% b	51%	54%	66% a	53%	59%	67%
25-49%	78	49	5	24	75	74	78	40	14	18	60	27	2	22	41	78	10
	19%	22% b	7%	19% b	18%	20%	19%	21%	13%	18%	19%	23%	37%	21%	22%	19%	27%
50-74%	65	39	13	14	65	62	65	26	18	17	37	21	*	9	33	65	1
	16%	17%	18%	11%	16%	17%	16%	14%	17%	17%	12%	18% c	9%	8%	18% c	16% c	3%
75-100%	26	10	5	11	21	26	26	17	2	11	13	11	-	5	13	26	1
	6%	5%	7%	9%	5%	7% e	6%	9% eg	2%	11% eg	4%	9%	-%	5%	7%	6%	3%
Answered	417	224	71	122	408	374	417	190	107	102	308	119	5	109	185	417	38
Mean	25.99	26.18	25.20	26.09	25.07	27.57 eg	25.99	28.05 g	22.09	29.90 eg	22.88	30.81 c	16.95	22.34	28.66 c	25.99 c	18.39

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 35 (continuation)

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1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	394	227	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Weighted total	417	231	44	8	337	390	363	393	324	393	-	221	389	70	45	295	52
0-24%	248	168	46	12	356	412	382	415	338	417	-	234	412	71	46	317	50
	59%	73%	34	8	201	247	234	248	203	248	-	135	245	47	24	190	33
		a	74%	69%	56%	60%	61%	60%	60%	59%	-%	58%	59%	66%	52%	60%	66%
25-49%	78	50	9	1	69	76	71	78	61	78	-	50	78	14	8	56	13
	19%	22%	20%	10%	19%	18%	19%	19%	18%	19%	-%	21%	19%	19%	18%	18%	26%
50-74%	65	10	*	-	65	63	54	63	54	65	-	34	65	8	7	55	3
	16%	4%	%	-%	18%	15%	14%	15%	16%	16%	-%	15%	16%	11%	16%	17%	7%
	b				a												
75-100%	26	3	2	2	21	26	22	26	20	26	-	15	24	2	7	16	*
	6%	1%	5%	20%	6%	6%	6%	6%	6%	6%	-%	6%	6%	3%	14%	5%	1%
	b														bc		
Answered	417	231	46	12	356	412	382	415	338	417	-	234	412	71	46	317	50
Mean	25.99	16.60	19.16	30.33	26.87	25.83	24.77	25.78	25.69	25.94	-	26.21	25.73	21.96	32.09	25.75	17.64
	b				a										c	c	

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 35 (continuation)

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1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
TOTAL	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
394	28	29	334	255	139	373	21	307	25	88	306	13	57
417	33	25	356	264	153	390	28	317	24	99	318	16	60
248	13	14	222	157	91	230	18	193	17	55	192	5	34
59%	38%	56%	62%	59%	59%	59%	64%	61%	70%	56%	61%	31%	55%
78	8	9	61	54	24	74	4	59	1	23	55	7	14
19%	25%	35%	17%	20%	16%	19%	15%	19%	2%	23%	17%	45%	23%
65	4	1	58	41	25	59	6	46	6	14	51	-	8
16%	11%	2%	16%	15%	16%	15%	22%	14%	26%	14%	16%	-%	13%
26	9	2	16	13	14	26	-	19	*	7	19	4	5
6%	26%	7%	4%	5%	9%	7%	-%	6%	2%	7%	6%	24%	8%
417	33	25	356	264	153	390	28	317	24	99	318	16	60
25.99	41.81	25.49	24.30	25.05	27.61	26.24	22.42	25.11	22.17	26.50	25.83	41.55	28.39

Ofcom; Business Postal Tracker

Table 35 (continuation)

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1st Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 1st Class large letter stamps

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
394	57	3	120	96	81	97
417	62	4	137	108	73	100
248	33	2	79	66	41	62
59%	52%	39%	58%	61%	56%	62%
78	17	1	31	26	11	10
19%	27%	30%	23%	24%	15%	10%
			d	d		
65	8	-	12	13	15	25
16%	12%	-%	9%	12%	20%	25%
					a	ab
26	5	1	14	4	6	3
6%	8%	31%	10%	3%	8%	3%
			d			
417	62	4	137	108	73	100
25.99	28.93	38.60	27.45	24.09	28.44	24.25

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	l	m
297	19	26	11	15	25	28	24	21	16	43	34	35	185
305	23	32	22	14	22	57	50	28	15	17	13	13	263
200	15	17	17	7	15	33	35	21	11	12	8	9	171
66%	65%	53%	77%	48%	69%	58%	70%	75%	73%	74%	63%	68%	65%
63	3	12	3	3	3	13	13	3	3	4	2	2	55
21%	14%	37%	12%	22%	14%	23%	25%	11%	18%	21%	18%	16%	21%
17	2	*	2	2	1	5	-	3	-	*	1	1	15
6%	8%	*%	11%	12%	6%	10%	-%	9%	-%	2%	7%	6%	6%
25	3	3	-	3	3	5	2	2	1	*	1	1	22
8%	13%	10%	-%	18%	11%	10%	5%	6%	8%	2%	12%	10%	8%
305	23	32	22	14	22	57	50	28	15	17	13	13	263
21.53	24.71	24.23	17.44	31.73	21.01	23.84	17.47	18.23	18.88	16.09	26.46	24.28	21.50

Ofcom; Business Postal Tracker

Table 36 (continuation)

Page 468

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	297	28	34	3	34	61	13	111	234	44	8	11	63	130	167
Weighted total	305	28	35	3	34	60	23	107	294	8	1	2	11	132	173
0-24%	200	17	26	2	21	38	12	74	193	6	1	1	7	88	112
	66%	61%	75%	62%	62%	64%	53%	69%	66%	71%	55%	46%	65%	66%	65%
25-49%	63	5	5	1	11	13	8	18	60	2	*	1	3	22	40
	21%	20%	13%	38%	32%	21%	34%	16%	20%	23%	31%	44%	27%	17%	23%
					g										
50-74%	17	2	2	-	2	*	-	10	17	*	*	*	1	11	7
	6%	6%	5%	-%	6%	1%	-%	10%	6%	5%	14%	11%	7%	8%	4%
								e							
75-100%	25	4	3	-	-	8	3	5	25	*	-	-	*	12	13
	8%	14%	7%	-%	-%	14%	13%	5%	9%	2%	-%	-%	1%	9%	8%
						dg			e						
Answered	305	28	35	3	34	60	23	107	294	8	1	2	11	132	173
Mean	21.53	24.96	17.84	20.07	15.87	24.56	28.31	19.87	21.65	17.85	19.00	19.91	18.32	22.67	20.65

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 36 (continuation)

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2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	297	132	18	22	4	220	77	52	168	77	120	79	41	36	13	7	-
Weighted total	305	162	20	17	1	242	63	60	182	63	148	74	43	25	11	3	-
0-24%	200	105	11	14	*	169	31	46	122	31	100	47	28	14	9	2	-
	66%	65%	57%	86%	73%	70%	50%	77%	67%	50%	67%	64%	63%	56%	86%	63%	-%
						b		c	c								
25-49%	63	33	5	1	*	49	13	11	39	13	28	17	11	5	1	1	-
	21%	21%	28%	5%	27%	20%	21%	18%	21%	21%	19%	22%	24%	22%	10%	23%	-%
50-74%	17	15	-	1	-	12	5	2	10	5	7	6	2	2	-	*	-
	6%	9%	-%	6%	-%	5%	8%	4%	5%	8%	5%	8%	6%	7%	-%	13%	-%
75-100%	25	9	3	1	-	12	13	1	11	13	13	5	3	4	*	-	-
	8%	6%	15%	3%	-%	5%	21%	1%	6%	21%	9%	6%	7%	15%	4%	-%	-%
						a				ab							
Answered	305	162	20	17	1	242	63	60	182	63	148	74	43	25	11	3	-
Mean	21.53	21.35	23.99	15.98	13.84	18.79	32.07	13.22	20.63	32.07	21.58	21.13	19.90	29.54	11.89	19.19	-
						a			a	ab							

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 36 (continuation)

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2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
297	141	23	11	8	4	278	19	265	32	230	67	-
305	147	20	13	9	2	285	20	270	35	229	77	-
200	101	7	5	7	1	192	8	183	17	160	40	-
66%	69%	36%	41%	76%	80%	67%	40%	68% b	49%	70% b	52%	-%
63	36	2	3	*	*	62	1	56	7	46	17	-
21%	24%	9%	23%	5%	20%	22%	6%	21%	20%	20%	22%	-%
17	5	*	4	-	-	14	3	14	3	10	7	-
6%	4%	2%	32%	-%	-%	5%	16%	5%	9%	4%	9%	-%
25	5	11	1	2	-	18	8	17	8	13	12	-
8%	3%	53%	4%	19%	-%	6%	38%	6%	22% a	6%	16% a	-%
305	147	20	13	9	2	285	20	270	35	229	77	-
21.53	17.19	53.95	31.60	21.91	11.45	19.73	47.21	19.73	35.38 a	18.32	31.13 a	-

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Table 36 (continuation)

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2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	297	155	52	90	283	257	294	155	87	82	234	90	8	89	99	297	46
Weighted total	305	148	59	98	292	267	303	159	85	90	233	95	6	90	111	305	34
0-24%	200	104	33	63	197	179	199	97	54	56	157	59	3	60	70	200	16
	66%	71%	55%	64%	67%	67%	66%	61%	64%	62%	67%	62%	52%	67%	63%	66%	47%
		b														c	
25-49%	63	33	14	16	62	58	63	40	19	16	49	16	3	23	28	63	11
	21%	22%	23%	16%	21%	22%	21%	25%	22%	17%	21%	16%	46%	26%	25%	21%	34%
																b	
50-74%	17	7	8	3	17	11	17	7	6	6	13	5	-	5	7	17	4
	6%	5%	13%	3%	6%	4%	6%	4%	7%	7%	5%	5%	-%	6%	7%	6%	11%
			ac														
75-100%	25	4	5	16	16	19	23	15	6	12	15	16	*	1	6	25	3
	8%	3%	8%	17%	6%	7%	8%	9%	7%	14%	6%	17%	2%	1%	5%	8%	9%
				a						ag		c					
Answered	305	148	59	98	292	267	303	159	85	90	233	95	6	90	111	305	34
Mean	21.53	16.42	24.46	27.45	19.28	20.27	21.14	23.33	21.27	26.78	19.94	28.19	21.26	15.84	21.17	21.53	27.48
			a	a						abg		c					

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 36 (continuation)

Page 472

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	*a	b	c
Unweighted total	297	297	52	3	238	294	261	296	248	294	-	164	293	62	28	209	59
Weighted total	305	305	52	3	248	300	265	302	254	303	-	184	304	58	37	205	63
0-24%	200	200	33	3	165	197	168	197	160	197	-	111	199	35	16	145	40
	66%	66%	63%	85%	66%	66%	63%	65%	63%	65%	-%	60%	66%	60%	43%	70%	63%
25-49%	63	63	15	*	47	61	61	63	58	63	-	47	62	13	6	40	17
	21%	21%	29%	15%	19%	20%	23%	21%	23%	21%	-%	25%	20%	22%	16%	20%	26%
50-74%	17	17	4	-	14	17	17	17	15	17	-	15	17	6	3	11	3
	6%	6%	7%	-%	6%	6%	6%	6%	6%	6%	-%	8%	6%	11%	9%	5%	4%
75-100%	25	25	*	-	23	25	19	25	21	25	-	12	25	5	11	9	4
	8%	8%	%	-%	9%	8%	7%	8%	8%	8%	-%	7%	8%	8%	31%	4%	7%
Answered	305	305	52	3	248	300	265	302	254	303	-	184	304	58	37	205	63
Mean	21.53	21.53	18.80	10.45	21.83	21.54	21.64	21.67	22.53	21.68	-	22.63	21.54	25.17	41.81	18.17	20.22
	a	a															

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 36 (continuation)

Page 473

2nd Class large letter stamps (WRITE IN:.) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
297	a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	30	29	237	194	103	279	18	231	20	73	224	13	50
Weighted total	35	33	237	195	110	286	19	229	24	80	225	19	51
0-24%	18	20	162	133	67	183	17	152	13	47	153	12	24
25-49%	63	8	49	35	27	61	2	52	5	15	47	*	17
50-74%	17	7	9	12	5	17	-	7	6	6	11	-	7
75-100%	25	3	18	15	11	25	-	18	1	12	14	7	3
Answered	305	35	237	195	110	286	19	229	24	80	225	19	51
Mean	21.53	29.44	19.91	21.02	22.44	22.17	11.91	20.59	24.60	25.41	20.14	40.33	27.01

Ofcom; Business Postal Tracker

Table 36 (continuation)

Page 474

2nd Class large letter stamps (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send 2nd Class large letter stamps

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
297	54	2	92	79	48	78
305	57	4	103	81	44	77
200	27	4	75	60	20	44
66%	47%	100%	73%	75%	45%	58%
			cd	cd		
63	17	-	24	17	6	16
21%	30%	-%	23%	21%	13%	21%
17	5	-	3	2	7	7
6%	9%	-%	2%	2%	15%	9%
					ab	
25	8	-	2	2	12	9
8%	15%	-%	2%	2%	28%	12%
					abd	ab
305	57	4	103	81	44	77
21.53	31.26	2.40	15.22	15.58	40.09	25.60
					abd	ab

Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

Significance Level: 95% Unweighted total Weighted total 0-24% 25-49% 50-74% 75-100% Answered Mean Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l	m
	207	11	19	10	14	14	17	15	15	8	21	25	38	123
	141	6	17	20	5	6	18	33	9	5	6	6	11	119
	46	*	6	10	2	2	3	11	2	2	1	3	6	37
	33%	3%	35%	50%	30%	32%	15%	32%	23%	30%	22%	46%	53% m	31%
	16	1	2	2	*	1	1	3	*	2	*	1	3	12
	12%	23%	12%	12%	4%	10%	4%	10%	2%	30%	8%	24%	24% m	10%
	22	2	2	-	1	2	7	3	2	*	1	1	1	19
	16%	35%	14%	-%	30%	27%	37%	9%	17%	6%	24%	19%	7%	16%
	56	2	7	8	2	2	8	16	5	2	3	1	2	51
	40%	39%	39%	38%	37%	32%	44%	49%	58%	33%	45%	11%	17%	43% l

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Table 37 (continuation)

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Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	c	*d	e	a	b
Unweighted total	207	6	36	1	12	32	20	94	91	54	37	25	116	109	98
Weighted total	141	5	15	*	11	23	19	65	122	9	6	4	19	75	66
0-24%	46	3	2	-	*	11	6	23	41	3	1	1	5	24	23
	33%	50%	14%	-%	2%	45% b	32%	36% b	34%	31%	22%	26%	27%	32%	34%
25-49%	16	1	2	-	1	1	*	11	13	1	1	1	3	10	6
	12%	14%	16%	-%	5%	6%	1%	17%	11%	11%	18%	31%	18%	14%	9%
50-74%	22	*	4	*	3	3	4	7	19	1	1	1	4	13	9
	16%	4%	26% g	100%	27%	14%	20%	11%	15%	17%	21%	19%	19%	18%	14%
75-100%	56	2	6	-	8	8	9	23	49	4	2	1	7	28	29
	40%	33%	43%	-%	67%	35%	47%	36%	40%	41%	39%	24%	36%	37%	43%
Answered	141	5	15	*	11	23	19	65	122	9	6	4	19	75	66
Mean	52.51	41.80	59.93	70.00	80.75	46.57	61.65	46.93	52.31	55.14	57.93	45.03	53.82	52.16	52.90

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 37 (continuation)

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Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	a	b	*a	b	c	*a	*b	c	d	e	f	*g
Unweighted total	207	27	10	23	22	64	143	4	60	143	19	20	32	65	37	34	-
Weighted total	141	35	8	13	4	59	82	3	56	82	28	13	23	45	24	9	-
0-24%	46	14	1	5	1	14	32	-	14	32	12	4	2	15	9	4	-
	33%	40%	9%	36%	15%	23%	39% a	-%	25%	39% b	42%	32%	10%	34% c	38% c	44% c	-%
25-49%	16	3	2	2	1	5	11	*	4	11	3	2	2	6	3	1	-
	12%	9%	21%	13%	28%	8%	14%	14%	8%	14%	10%	13%	10%	13%	11%	15%	-%
50-74%	22	4	*	3	1	13	10	*	12	10	2	3	7	5	4	1	-
	16%	11%	1%	27%	24%	21%	12%	14%	22%	12%	7%	27%	29% df	12%	17%	7%	-%
75-100%	56	14	5	3	1	27	29	2	25	29	11	4	12	18	8	3	-
	40%	40%	69%	24%	33%	47%	35%	72%	45%	35%	40%	28%	51%	41%	35%	34%	-%
Answered	141	35	8	13	4	59	82	3	56	82	28	13	23	45	24	9	-
Mean	52.51	48.28	70.95	46.87	52.19	61.35 b	46.22	83.23	60.19 c	46.22	49.45	50.19	66.42 def	51.20	49.18	44.46	-

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 37 (continuation)

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Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
207	94	20	11	10	9	190	17	178	29	142	65	-
141	58	12	5	6	7	125	16	119	22	94	47	-
46	18	7	1	1	3	42	4	39	7	32	14	-
33%	30%	59%	30%	20%	42%	34%	27%	33%	32%	34%	29%	-%
16	10	1	1	*	-	16	*	16	*	15	2	-
12%	17%	5%	12%	6%	-%	13%	2%	14%	1%	16%	4%	-%
										b		
22	11	*	-	1	*	21	1	20	2	14	9	-
16%	18%	3%	-%	26%	2%	17%	8%	17%	9%	15%	18%	-%
56	20	4	3	3	4	46	10	43	13	33	23	-
40%	35%	33%	58%	49%	57%	37%	62%	37%	57%	35%	49%	-%
141	58	12	5	6	7	125	16	119	22	94	47	-
52.51	52.52	39.62	50.71	58.13	57.70	50.98	64.27	50.79	61.59	48.87	59.74	-
										a		

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Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	207	81	49	76	205	181	207	126	107	56	170	71	5	67	82	207	60
Weighted total	141	50	31	57	138	116	141	77	61	37	106	46	1	40	49	141	33
0-24%	46	14	11	19	44	34	46	27	20	19	35	19	-	11	12	46	14
	33%	28%	35%	33%	32%	29%	33%	35%	34%	51%	33%	41%	-%	28%	26%	33%	42% a
25-49%	16	8	6	3	16	12	16	7	9	2	13	3	*	8	4	16	4
	12%	16%	18%	5%	12%	11%	12%	9%	15%	6%	12%	7%	15%	19% a	8%	12%	12%
50-74%	22	5	5	11	22	22	22	15	12	3	15	6	*	6	5	22	3
	16%	11%	17%	20%	16%	19%	16%	20% f	20% f	7%	15%	13%	30%	15%	10%	16%	10%
75-100%	56	23	10	24	56	48	56	28	19	13	43	18	1	15	28	56	12
	40%	45%	30%	42%	41%	41%	40%	37%	31%	36%	41%	39%	55%	38%	57% bc	40%	36%
Answered	141	50	31	57	138	116	141	77	61	37	106	46	1	40	49	141	33
Mean	52.51	56.54	49.31	52.93	53.32	54.92 ef	52.51	51.28	46.46	43.74	53.23	49.29	75.01	53.06	64.09 bc	52.51	45.52

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	207	173	21	6	182	204	197	204	169	205	-	111	201	52	33	145	28
Weighted total	141	110	15	5	123	138	130	138	111	141	-	80	136	29	25	92	22
0-24%	46	46	7	1	39	46	41	46	35	46	-	26	43	10	11	27	8
	33%	42%	46%	27%	32%	33%	32%	33%	32%	33%	-%	33%	32%	34%	44%	29%	38%
25-49%	16	16	1	2	14	14	13	14	12	16	-	6	16	3	1	12	4
	12%	15%	4%	39%	12%	10%	10%	10%	11%	12%	-%	8%	12%	11%	3%	13%	17%
50-74%	22	22	5	*	17	22	22	22	19	22	-	15	20	3	3	16	4
	16%	20%	37%	2%	14%	16%	17%	16%	17%	16%	-%	19%	15%	10%	11%	17%	17%
75-100%	56	26	2	1	52	56	54	56	45	56	-	32	56	13	10	38	6
	40%	23%	13%	32%	43%	41%	42%	41%	41%	40%	-%	40%	41%	45%	41%	41%	29%
Answered	b																
Mean	141	110	15	5	123	138	130	138	111	141	-	80	136	29	25	92	22
	52.51	39.47	37.23	46.51	54.04	52.95	54.04	52.95	53.15	52.56	-	52.96	53.23	52.86	48.59	55.47	43.24
	b																

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	19	14	171	136	71	204	3	160	9	33	174	11	43
Weighted total	141	17	110	91	51	138	3	100	8	19	123	6	32
0-24%	46	5	35	28	18	45	1	32	2	10	37	*	11
	33%	36%	47%	31%	36%	33%	41%	32%	27%	52% b	30%	2%	34%
25-49%	16	*	1	14	3	16	*	15	*	1	16	*	1
	12%	1%	6%	15% b	5%	12%	6%	15%	2%	4%	13%	4%	4%
50-74%	22	2	1	17	6	22	-	11	-	1	21	2	4
	16%	12%	13%	18%	11%	16%	-%	11%	-%	5%	17%	34%	11%
75-100%	56	9	4	32	24	55	2	42	6	7	49	3	16
	40%	51%	35%	36%	48%	40%	54%	42%	71%	39%	40%	60%	51%
Answered	141	17	11	91	51	138	3	100	8	19	123	6	32
Mean	52.51	54.33	45.32	50.22	56.61	52.56	50.36	52.42	75.82	43.41	53.89	81.07	58.79

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Franked/metered mail 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 1st Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
207	48	1	60	38	50	59
141	32	2	46	21	40	34
46	11	-	18	11	7	10
33%	34%	-%	40%	50%	18%	30%
			c	c		
16	1	-	6	2	7	2
12%	4%	-%	12%	9%	17%	6%
22	3	2	2	1	14	5
16%	8%	100%	5%	5%	36%	14%
					abd	
56	17	-	19	8	12	17
40%	53%	-%	43%	37%	29%	50%
					c	
141	32	2	46	21	40	34
52.51	60.00	60.00	48.41	44.02	55.71	59.52

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Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	l	m
202	9	19	6	11	15	14	13	13	10	23	25	44	110
124	5	17	12	5	7	11	27	9	6	6	6	12	100
19	3	5	-	1	2	1	3	3	*	1	*	1	17
15%	60%	29%	-%	15%	23%	5%	10%	36%	3%	19%	7%	5%	17% l
23	*	1	-	1	*	*	13	2	1	2	1	1	19
18%	6%	3%	-%	27%	5%	3%	48%	23%	23%	25%	8%	9%	19%
27	1	4	2	*	2	7	3	1	*	1	2	3	22
22%	27%	23%	20%	7%	25%	62%	11%	16%	6%	11%	27%	26%	21%
56	*	8	10	3	3	3	8	2	4	3	4	7	42
45%	7%	45%	80%	51%	48%	30%	31%	25%	68%	45%	58%	60% m	42%
124	5	17	12	5	7	11	27	9	6	6	6	12	100
60.98	33.79	56.92	86.09	64.03	64.07	62.19	49.40	42.88	79.13	58.64	69.75	75.11 m	58.94

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Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
202	*a	b	*c	*d	e	*f	g	a	b	c	*d	e	a	b
124	8	32	2	11	34	18	90	90	54	33	25	112	105	97
124	4	12	2	7	18	14	65	107	8	5	4	18	67	58
19	-	3	-	*	*	3	13	15	2	1	1	4	10	9
15%	-%	24%	-%	7%	1%	20%	19%	14%	23%	21%	20%	21%	15%	16%
	e	e					e							
23	3	2	*	-	3	4	10	20	1	1	1	3	8	14
18%	70%	20%	9%	-%	19%	29%	15%	19%	10%	23%	16%	15%	12%	25%
													a	
27	1	5	-	3	3	1	14	23	1	1	1	4	17	10
22%	15%	39%	-%	53%	16%	6%	21%	21%	17%	27%	30%	23%	26%	17%
		e												
56	1	2	2	3	12	7	29	49	4	2	1	7	31	25
45%	15%	17%	91%	40%	64%	46%	45%	46%	49%	30%	35%	40%	47%	43%
					b		b							
124	4	12	2	7	18	14	65	107	8	5	4	18	67	58
60.98	46.08	47.08	93.51	67.56	73.75	53.50	60.34	61.51	61.86	53.34	55.07	57.80	64.94	56.37
				bg			b							

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Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	a	b	*a	b	c	*a	*b	c	d	e	f	*g
Unweighted total	202	26	7	22	20	61	141	5	56	141	16	18	33	66	38	31	-
Weighted total	124	30	5	12	5	45	79	3	43	79	20	13	20	41	23	8	-
0-24%	19	7	*	*	1	10	9	-	10	9	3	2	6	2	3	2	-
	15%	22%	2%	2%	13%	22%	12%	-%	23% c	12%	17%	19%	32% d	5%	13%	24% d	-%
25-49%	23	6	2	2	*	9	13	-	9	13	3	2	2	9	6	1	-
	18%	21%	49%	15%	6%	20%	17%	-%	22%	17%	15%	15%	9%	23%	27% f	6%	-%
50-74%	27	5	2	4	2	10	17	1	9	17	5	1	7	10	3	1	-
	22%	18%	35%	30%	34%	21%	22%	32%	21%	22%	23%	9%	35% e	25%	13%	15%	-%
75-100%	56	12	1	6	2	16	39	2	15	39	9	7	5	20	11	4	-
	45%	39%	14%	52%	47%	36%	50%	68%	34%	50%	46%	57%	24%	48% c	47% c	54% c	-%
Answered	124	30	5	12	5	45	79	3	43	79	20	13	20	41	23	8	-
Mean	60.98	58.07	46.02	67.89	69.89	55.97	63.85	87.02	54.13	63.85	63.85	66.03	47.37	64.49 c	60.77	62.88	-

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
202	86	18	11	11	8	188	14	178	24	149	53	-
124	48	11	5	6	5	114	11	109	15	91	34	-
19	9	3	*	-	2	18	2	17	2	13	6	-
15%	18%	27%	7%	-%	34%	15%	15%	16%	13%	15%	17%	-%
23	10	*	3	4	*	20	3	18	4	15	8	-
18%	20%	3%	51%	71%	2%	18%	24%	17%	29%	17%	22%	-%
27	12	*	*	*	*	25	2	26	1	20	6	-
22%	24%	4%	5%	5%	4%	22%	17%	24%	5%	23%	19%	-%
56	19	8	2	1	3	51	5	48	8	42	14	-
45%	39%	66%	37%	24%	59%	45%	44%	44%	53%	46%	41%	-%
124	48	11	5	6	5	114	11	109	15	91	34	-
60.98	58.26	66.20	49.07	44.74	62.61	61.38	56.76	60.83	62.08	62.37	57.26	-

Ofcom; Business Postal Tracker

Table 38 (continuation)

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Franked/metered mail 2nd Class (WRITE IN:)(QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	202	76	49	76	200	177	202	119	108	57	167	70	4	60	69	202	56
Weighted total	124	43	29	49	122	102	124	67	60	33	92	39	1	35	35	124	29
0-24%	19	9	5	5	19	16	19	11	6	2	16	4	*	9	10	19	4
	15%	21%	17%	10%	16%	16%	15%	16%	10%	7%	17%	10%	45%	26% a	28%	15%	13%
25-49%	23	7	1	15	23	21	23	16	13	8	18	6	*	11	8	23	9
	18%	16% b	2%	31% ab	19%	21%	18%	23%	21%	24%	20%	14%	18%	31% a	23%	18%	33% b
50-74%	27	10	9	9	26	24	27	13	16	3	18	6	*	6	4	27	4
	22%	22%	30%	18%	22% f	24% f	22% f	19%	26% f	8%	20% f	16%	18%	16%	11%	22%	15%
75-100%	56	18	15	20	53	40	56	28	26	20	40	23	*	9	13	56	11
	45%	41%	51%	41%	44%	40%	45%	42%	42%	62% abcdeg	43%	60% c	18%	25%	38%	45%	39%
Answered	124	43	29	49	122	102	124	67	60	33	92	39	1	35	35	124	29
Mean	60.98	59.37	65.43	57.88	60.38	57.61	60.98	57.77	62.72	70.28 abdg	59.12	69.74 c	30.50	45.97	49.52	60.98 a	54.08

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 38 (continuation)

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Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	202	174	202	21	5	178	199	190	199	165	199	-	104	197	49	32	138	31
Weighted total	124	111	124	16	4	105	121	114	121	97	124	-	67	120	25	24	75	24
0-24%	19	19	19	3	3	15	19	19	19	15	19	-	9	19	5	5	9	4
	15%	17%	15%	18%	57%	14%	16%	16%	16%	16%	16%	-%	13%	16%	20%	19%	13%	16%
25-49%	23	22	23	8	*	14	22	21	22	17	23	-	13	22	9	5	12	5
	18%	20%	18%	52%	3%	13%	18%	18%	18%	17%	18%	-%	20%	19%	34% b	22%	16%	21%
50-74%	27	27	27	*	2	25	24	24	24	23	27	-	15	25	3	1	20	6
	22%	24%	22%	3%	41%	24%	20%	21%	20%	23%	22%	-%	23%	21%	14%	4%	27% a	24% a
75-100%	56	43	56	5	-	51	55	50	55	42	55	-	30	53	8	13	33	9
	45%	38%	45%	28%	-%	49%	46%	44%	46%	44%	45%	-%	45%	44%	32%	55%	44%	40%
Answered	124	111	124	16	4	105	121	114	121	97	124	-	67	120	25	24	75	24
Mean	60.98	56.44	60.98	49.39	32.35	63.48	60.84	59.85	60.84	60.27	60.88	-	62.24 c	60.66 c	48.41	59.69	62.15	60.79

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 38 (continuation)

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Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	18	15	166	134	68	198	4	159	7	32	170	8	35
Weighted total	124	15	100	85	40	120	4	92	3	19	106	4	21
0-24%	19	2	16	9	10	16	3	16	*	1	18	2	2
	15%	15%	16%	11%	24% a	14%	66%	17%	6%	8%	17%	42%	11%
25-49%	23	6	15	18	4	22	*	19	-	6	17	*	7
	18%	40%	15%	21%	11%	19%	4%	20%	-%	31% b	16%	4%	35%
50-74%	27	*	25	22	5	27	-	18	*	1	26	1	2
	22%	3%	25%	26% b	12%	22%	-%	20%	6%	4%	25% a	14%	12%
75-100%	56	6	43	35	21	55	1	39	3	11	45	2	9
	45%	43%	43%	41%	53%	45%	29%	42%	89%	58%	43%	40%	43%
Answered	124	15	100	85	40	120	4	92	3	19	106	4	21
Mean	60.96	50.93	71.57	61.23	60.46	61.75	40.02	58.50	80.42	65.54	60.17	51.81	57.35

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 38 (continuation)

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Franked/metered mail 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send Franked/metered mail 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
202	37	1	58	40	51	53
124	21	2	41	21	36	26
19	2	2	9	*	5	4
15%	11%	100%	22%	1%	15%	17%
			b		b	b
23	8	-	8	6	7	2
18%	36%	-%	19%	26%	20%	7%
				d	d	
27	2	-	6	2	14	5
22%	9%	-%	14%	11%	38%	19%
				abd		
56	9	-	18	13	10	15
45%	44%	-%	45%	61%	27%	57%
				c		c
124	21	2	41	21	36	26
60.98	57.46	5.00	57.32	71.41	54.00	68.04
				ac		c

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
21	1	3	1	4	3	3	1	1	-	2	1	1	17
23	1	3	2	3	3	8	*	1	-	1	*	*	22
5	1	-	-	1	3	-	-	-	-	-	-	-	5
24%	100%	-%	-%	46%	100%	-%	-%	-%	-%	-%	-%	-%	25%
*	-	*	-	*	-	-	-	-	-	-	-	-	*
2%	-%	7%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	2%
3	-	1	-	1	-	-	-	-	-	-	-	*	3
12%	-%	47%	-%	47%	-%	-%	-%	-%	-%	-%	-%	100%	12%
14	-	1	2	-	-	8	*	1	-	1	*	-	13
62%	-%	47%	100%	-%	-%	100%	100%	100%	-%	100%	100%	-%	60%
23	1	3	2	3	3	8	*	1	-	1	*	*	22
68.99	5.00	69.25	100.00	37.49	16.92	90.78	100.00	100.00	-	98.96	100.00	70.00	67.58

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Table 39 (continuation)

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PPI - PPI 1st Class (WRITE IN:.) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
21	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	-	5	-	4	6	2	4	14	5	1	1	7	13	8
Weighted total	23	4	-	4	7	1	6	22	1	*	*	1	15	8
0-24%	5	4	-	1	-	-	-	5	*	-	*	*	4	2
	24%	97%	97%	37%	97%	97%	97%	24%	19%	97%	100%	31%	26%	20%
25-49%	*	-	-	-	-	*	*	-	*	-	-	*	*	*
	2%	97%	97%	97%	97%	15%	3%	97%	48%	97%	97%	34%	1%	2%
50-74%	3	*	-	-	1	1	-	3	-	*	-	*	1	1
	12%	3%	97%	97%	21%	85%	97%	12%	97%	100%	97%	11%	9%	18%
75-100%	14	-	-	3	5	-	6	14	*	-	-	*	10	4
	62%	97%	97%	63%	79%	97%	97%	64%	33%	97%	97%	23%	63%	59%
Answered	23	4	-	4	7	1	6	22	1	*	*	1	15	8
Mean	68.99	10.44	-	70.52	89.24	63.21	85.99	70.39	47.93	70.00	10.00	43.56	69.32	68.31

PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	21	5	-	2	2	10	11	2	8	11	6	2	5	2	2	2	2
Weighted total	23	7	-	4	*	12	11	3	9	11	7	3	6	1	*	2	3
0-24%	5	1	-	-	-	4	1	-	4	1	1	3	1	*	-	-	-
	24%	19%	-%	-%	-%	34%	14%	-%	42%	14%	19%	100%	23%	15%	-%	-%	-%
25-49%	*	*	-	-	*	-	*	-	-	*	-	-	*	-	-	-	*
	2%	3%	-%	-%	63%	-%	4%	-%	-%	4%	-%	-%	3%	-%	-%	-%	7%
50-74%	3	-	-	1	*	-	3	-	-	3	-	-	-	1	*	1	-
	12%	-%	-%	29%	37%	-%	26%	-%	-%	26%	-%	-%	-%	85%	44%	75%	-%
75-100%	14	5	-	3	-	8	6	3	5	6	6	-	5	-	*	*	3
	62%	78%	-%	71%	-%	66%	56%	100%	58%	56%	81%	-%	75%	-%	56%	25%	93%
Answered	23	7	-	4	*	12	11	3	9	11	7	3	6	1	*	2	3
Mean	68.99	80.01	-	77.08	41.85	67.35	70.80	87.50	62.00	70.80	78.43	5.00	78.79	61.22	86.67	77.42	76.24

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 39 (continuation)

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PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
21	*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
23	7	1	2	2	2	20	1	19	2	13	8	-
	6	*	*	3	2	21	1	21	1	14	8	-
5	3	-	*	3	-	4	1	4	1	3	3	-
24%	48%	-%	49%	100%	-%	20%	100%	20%	88%	20%	30%	-%
*	*	-	-	-	-	*	-	*	-	*	*	-
2%	3%	-%	-%	-%	-%	2%	-%	2%	-%	2%	2%	-%
3	*	-	-	-	1	3	-	3	-	3	*	-
12%	2%	-%	-%	-%	75%	13%	-%	13%	-%	19%	2%	-%
14	3	*	*	-	*	14	-	14	*	8	6	-
62%	46%	100%	51%	-%	25%	65%	-%	65%	12%	59%	66%	-%
23	6	*	*	3	2	21	1	21	1	14	8	-
68.99	52.18	100.00	60.82	10.07	77.42	72.72	5.00	72.51	16.15	68.84	69.23	-

Ofcom; Business Postal Tracker

Table 39 (continuation)

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PPI - PPI 1st Class (WRITE IN:.) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	21	7	3	11	21	14	21	14	11	10	19	10	-	4	11	21	6
Weighted total	23	7	4	12	23	11	23	11	9	9	20	9	-	2	8	23	5
0-24%	5	1	1	3	5	3	5	5	4	4	5	4	-	2	3	5	3
	24%	19%	32%	24%	24%	28%	24%	50%	44%	44%	28%	44%	-%	83%	36%	24%	57%
25-49%	*	*	-	*	*	*	*	*	*	-	*	-	-	*	*	*	-
	2%	3%	-%	2%	2%	4%	2%	2%	2%	-%	2%	-%	-%	10%	5%	2%	-%
50-74%	3	*	-	3	3	3	3	2	*	1	3	1	-	*	2	3	2
	12%	2%	-%	22%	12%	26%	12%	14%	1%	16%	14%	16%	-%	7%	19%	12%	33%
75-100%	14	5	3	6	14	5	14	4	5	4	11	4	-	-	3	14	*
	62%	76%	68%	52%	62%	42%	62%	34%	52%	41%	56%	41%	-%	-%	39%	62%	10%
Answered	23	7	4	12	23	11	23	11	9	9	20	9	-	2	8	23	5
Mean	68.99	76.90	66.44	65.50	68.99	65.15	68.99	48.85	47.84	54.03	65.01	54.03	-	22.98	56.37	68.99	38.51

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 39 (continuation)

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PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	21	15	5	-	16	21	20	21	19	21	-	13	21	5	7	12	2
Weighted total	23	16	4	-	18	23	20	23	20	23	-	13	23	4	4	15	4
0-24%	5	5	1	-	4	5	5	5	5	5	-	4	5	2	1	3	1
	24%	35%	30%	-%	23%	24%	27%	24%	27%	24%	-%	32%	24%	34%	31%	20%	33%
25-49%	*	*	*	-	*	*	*	*	*	*	-	*	*	*	*	*	-
	2%	3%	4%	-%	1%	2%	2%	2%	2%	2%	-%	3%	2%	5%	5%	1%	-%
50-74%	3	3	3	-	-	3	3	3	2	3	-	*	3	*	2	1	-
	12%	18%	66%	-%	-%	12%	14%	12%	8%	12%	-%	1%	12%	3%	38%	8%	-%
75-100%	14	7	-	-	14	14	11	14	13	14	-	9	14	3	1	10	3
	62%	44%	-%	-%	76%	62%	57%	62%	63%	62%	-%	64%	62%	58%	25%	71%	67%
Answered	23	16	4	-	18	23	20	23	20	23	-	13	23	4	4	15	4
Mean	68.99	54.91	48.80	-	73.66	68.99	65.73	68.99	67.00	68.99	-	64.58	68.99	63.02	58.04	73.07	64.97

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 39 (continuation)

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PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
21	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
23	3	4	14	13	8	21	-	18	1	6	15	2	6
5	5	5	13	12	11	23	-	21	*	7	16	3	6
24%	-	1	4	5	-	5	-	5	-	5	*	-	3
*	-	27%	31%	45%	-	24%	-	26%	-	76%	2%	-	45%
2%	*	-	*	*	*	*	-	*	*	*	*	*	-
3	4%	-	2%	2%	2%	2%	-	1%	100%	3%	1%	7%	-
12%	1	-	1	1	1	3	-	3	-	1	1	-	*
14	31%	-	10%	11%	14%	12%	-	13%	-	21%	9%	-	2%
62%	3	3	8	5	9	14	-	13	-	-	14	3	3
23	65%	73%	56%	42%	84%	62%	-	60%	-	-	88%	93%	53%
68.99	5	5	13	12	11	23	-	21	*	7	16	3	6
Mean	74.74	71.78	66.01	52.85	87.40	68.99	-	67.28	25.00	24.25	87.77	90.25	59.24

Ofcom; Business Postal Tracker

Table 39 (continuation)

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PPI - PPI 1st Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 1st Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
21	8	-	8	3	6	4
23	8	-	8	4	5	5
5	3	-	4	-	1	-
24%	30%	-%	51%	-%	28%	-%
*	*	-	*	*	-	-
2%	2%	-%	2%	5%	-%	-%
3	*	-	1	1	*	-
12%	2%	-%	16%	34%	3%	-%
14	6	-	3	3	4	5
62%	66%	-%	31%	60%	70%	100%
23	8	-	8	4	5	5
68.99	69.23	-	45.70	82.70	61.77	99.90

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	24	2	6	-	4	3	1	-	1	1	3	-	3	18
Weighted total	19	1	6	-	2	3	3	-	1	1	1	-	1	18
0-24%	6	*	2	-	-	*	3	-	-	-	*	-	*	5
	30%	13%	31%	-%	-%	8%	100%	-%	-%	-%	16%	-%	46%	30%
25-49%	4	-	3	-	1	-	-	-	-	-	-	-	*	4
	22%	-%	47%	-%	72%	-%	-%	-%	-%	-%	-%	-%	13%	24%
50-74%	3	-	-	-	-	1	-	-	-	1	*	-	-	3
	14%	-%	-%	-%	-%	46%	-%	-%	-%	100%	16%	-%	-%	15%
75-100%	6	1	1	-	1	1	-	-	1	-	*	-	*	6
	34%	87%	22%	-%	28%	46%	-%	-%	100%	-%	68%	-%	41%	32%
Answered	19	1	6	-	2	3	3	-	1	1	1	-	1	18
Mean	49.23	82.44	38.01	-	44.30	60.69	20.00	-	100.00	50.00	78.22	-	47.40	48.21
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Ofcom; Business Postal Tracker

Table 40 (continuation)

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PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
24	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	-	6	-	5	7	2	4	14	5	2	3	10	15	9
Weighted total	-	4	-	3	6	1	5	18	1	*	1	2	10	9
0-24%	-	1	-	*	2	-	3	5	*	-	*	1	2	4
25-49%	-	18%	-	10%	25%	-	69%	29%	34%	-	79%	42%	20%	41%
50-74%	-	4%	-	-	43%	85%	4%	23%	21%	43%	-	19%	27%	17%
75-100%	-	34%	-	-	22%	-	-	3	-	-	*	*	1	1
Answered	-	2	-	3	1	*	1	6	*	*	-	1	4	3
Mean	-	45%	-	90%	9%	15%	27%	34%	44%	57%	-	33%	39%	28%
49.23	-	4	-	3	6	1	5	18	1	*	1	2	10	9
	-	62.40	-	81.34	34.96	36.79	40.87	50.26	42.43	64.07	16.45	38.45	53.64	44.35

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	24	6	1	3	3	8	16	2	6	16	4	4	5	4	2	3	2
Weighted total	19	6	*	5	1	7	12	3	5	12	4	2	4	3	*	2	3
0-24%	6	2	-	3	-	2	4	-	2	4	*	1	2	*	*	-	3
	30%	26%	-%	74%	-%	26%	32%	-%	40%	32%	3%	28%	35%	8%	58%	-%	93%
25-49%	4	*	-	1	*	1	3	1	-	3	1	-	*	1	*	1	-
	22%	3%	-%	26%	25%	18%	25%	49%	-%	25%	32%	-%	4%	44%	42%	69%	-%
50-74%	3	3	-	-	-	3	*	1	1	*	1	-	1	*	-	-	-
	14%	43%	-%	-%	-%	36%	1%	51%	28%	1%	33%	-%	29%	4%	-%	-%	-%
75-100%	6	2	*	-	*	1	5	-	1	5	1	2	1	1	-	1	*
	34%	28%	100%	-%	75%	20%	42%	-%	32%	42%	33%	72%	32%	44%	-%	31%	7%
Answered	19	6	*	5	1	7	12	3	5	12	4	2	4	3	*	2	3
Mean	49.23	52.70	100.00	21.20	68.65	40.93	54.15	37.68	42.73	54.15	50.62	70.27	50.08	60.56	18.40	50.54	23.76

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 40 (continuation)

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PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
24	6	2	2	3	4	22	2	23	1	14	10	-
19	3	1	1	3	3	17	2	18	1	12	7	-
6	2	-	-	*	*	5	*	6	-	4	2	-
30%	54%	-%	-%	7%	14%	30%	27%	32%	-%	31%	28%	-%
4	*	-	-	-	1	4	-	4	-	4	*	-
22%	9%	-%	-%	-%	44%	24%	-%	24%	-%	33%	4%	-%
3	-	-	-	1	*	3	-	3	-	1	1	-
14%	-%	-%	-%	47%	3%	15%	-%	15%	-%	12%	18%	-%
6	1	1	1	1	1	5	1	5	1	3	4	-
34%	37%	100%	100%	46%	38%	30%	73%	29%	100%	24%	49%	-%
19	3	1	1	3	3	17	2	18	1	12	7	-
49.23	37.18	97.23	94.41	67.98	54.43	47.10	70.94	46.03	95.00	42.16	61.03	-

Ofcom; Business Postal Tracker

Table 40 (continuation)

Page 503

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	24	8	4	12	24	19	24	16	15	12	23	13	-	4	13	24	8
Weighted total	19	6	2	11	19	11	19	9	13	7	18	9	-	2	7	19	6
0-24%	6	*	2	4	6	3	6	1	5	1	6	2	-	*	1	6	1
	30%	5%	76%	33%	30%	25%	30%	11%	40%	10%	32%	26%	-%	12%	10%	30%	11%
25-49%	4	2	-	3	4	3	4	2	1	1	4	1	-	*	2	4	2
	22%	28%	-%	24%	22%	27%	22%	19%	11%	20%	24%	16%	-%	17%	27%	22%	25%
50-74%	3	1	*	1	3	1	3	1	1	1	3	1	-	-	1	3	1
	14%	23%	5%	12%	14%	13%	14%	15%	11%	19%	15%	16%	-%	-%	21%	14%	21%
75-100%	6	3	*	3	6	4	6	5	5	4	5	4	-	1	3	6	3
	34%	45%	20%	31%	34%	36%	34%	55%	38%	51%	29%	42%	-%	71%	41%	34%	43%
Answered	19	6	2	11	19	11	19	9	13	7	18	9	-	2	7	19	6
Mean	49.23	58.47	30.14	48.46	49.23	48.96	49.23	64.96	51.53	65.60	45.68	55.80	-	62.41	59.10	49.23	60.50

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 40 (continuation)

Page 504

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		^a	^b	^a	^b	^c	^a	^b	^c	^d	^e	^f	^a	^b	^c	^a	^b	^c
Unweighted total	24	17	24	7	2	15	24	24	24	22	24	-	13	24	7	8	15	1
Weighted total	19	13	19	4	2	14	19	19	19	18	19	-	10	19	3	4	14	*
0-24%	6	4	6	-	-	6	6	6	6	6	6	-	4	6	1	*	5	*
	30%	31%	30%	-%	-%	42%	30%	30%	30%	31%	30%	-%	37%	30%	23%	4%	35%	100%
25-49%	4	4	4	3	-	1	4	4	4	3	4	-	*	4	*	2	3	-
	22%	33%	22%	80%	-%	9%	22%	22%	22%	17%	22%	-%	3%	22%	5%	36%	19%	-%
50-74%	3	1	3	*	1	1	3	3	3	3	3	-	3	3	1	1	1	-
	14%	11%	14%	3%	76%	9%	14%	14%	14%	15%	14%	-%	25%	14%	44%	30%	10%	-%
75-100%	6	3	6	1	*	5	6	6	6	6	6	-	4	6	1	1	5	-
	34%	24%	34%	17%	24%	40%	34%	34%	34%	37%	34%	-%	35%	34%	28%	29%	36%	-%
Answered	19	13	19	4	2	14	19	19	19	18	19	-	10	19	3	4	14	*
Mean	49.23	41.25	49.23	41.97	62.12	49.61	49.23	49.23	49.23	51.11	49.23	-	51.15	49.23	50.40	54.01	49.20	5.00

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 40 (continuation)

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PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
24	4	3	17	15	9	24	-	19	1	9	15	4	6
19	6	2	11	9	10	19	-	16	*	9	11	2	5
6	3	*	2	1	5	6	-	5	-	-	6	2	*
30%	51%	24%	20%	10%	47%	30%	-%	34%	-%	-%	54%	66%	10%
4	2	-	3	3	1	4	-	4	*	2	3	*	*
22%	27%	-%	23%	32%	14%	22%	-%	26%	100%	19%	25%	8%	3%
3	-	-	3	1	1	3	-	1	-	1	1	-	1
14%	-%	-%	24%	16%	12%	14%	-%	9%	-%	15%	13%	-%	27%
6	1	1	4	4	3	6	-	5	-	6	1	1	3
34%	21%	76%	33%	42%	26%	34%	-%	31%	-%	66%	8%	27%	61%
19	6	2	11	9	10	19	-	16	*	9	11	2	5
49.23	39.55	72.71	50.36	55.78	43.64	49.23	-	45.32	25.00	75.25	28.11	34.35	74.26

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Table 40 (continuation)

Page 506

PPI - PPI 2nd Class (WRITE IN:) (QV6d1 Approximately what percentage of your monthly postal spend is allocated to each of the following types of mail.)

Base: All who send PPI 2nd Class

Significance Level: 95%

Unweighted total

Weighted total

0-24%

25-49%

50-74%

75-100%

Answered

Mean

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
24	8	1	13	4	4	3
19	7	*	12	3	4	*
6	2	-	1	2	3	*
30%	31%	-%	7%	51%	81%	28%
4	*	-	3	1	*	-
22%	5%	-%	23%	42%	4%	-%
3	1	-	3	-	-	*
14%	20%	-%	22%	-%	-%	28%
6	3	*	6	*	1	*
34%	45%	100%	47%	7%	15%	45%
19	7	*	12	3	4	*
49.23	57.54	100.00	62.51	22.10	31.74	58.13

QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1205	54	100	63	77	87	111	92	87	80	157	152	145	751
Weighted total	1203	57	108	128	71	87	215	195	97	85	57	53	49	1043
Speed of delivery	1002	51	92	103	60	70	194	151	81	69	47	41	43	870
	83%	89%	85%	81%	84%	80%	90%	77%	83%	81%	82%	77%	88%	83%
						egk							gk	
Reliability of service	158	11	11	16	9	8	27	28	12	11	10	9	6	132
	13%	19%	10%	13%	13%	9%	13%	15%	12%	13%	18%	17%	13%	13%
Always have done / haven't thought to change	69	4	9	5	3	11	8	13	6	4	3	2	2	63
	6%	7%	8%	4%	4%	12%	4%	6%	7%	5%	4%	5%	3%	6%
					dfijklm									
Better service for our customers / clients	60	2	2	2	6	1	9	27	2	3	3	2	1	54
	5%	4%	2%	2%	8%	2%	4%	14%	2%	3%	6%	3%	2%	5%
					l			bcethijklm						
Image - not wanting to be seen as using a cheap service	22	-	5	-	*	1	6	3	2	4	1	1	-	20
	2%	-%	4%	-%	*%	1%	3%	1%	2%	5%	2%	2%	-%	2%
			l							l				
Little cost difference with second class stamps	21	-	2	2	3	1	2	7	-	1	1	*	1	19
	2%	-%	2%	2%	4%	1%	1%	4%	-%	1%	2%	*%	3%	2%
					k			k						
Convenience	9	-	*	-	-	4	*	2	2	-	*	-	-	9
	1%	-%	*%	-%	-%	5%	*%	1%	2%	-%	1%	-%	-%	1%
					bfijklm									
Higher importance / important	7	-	-	-	-	*	3	2	*	-	*	*	*	6
	1%	-%	-%	-%	-%	*%	1%	1%	*%	-%	*%	1%	1%	1%
Cost - cheaper than the competition / courier	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%
												m		
Looks more professional / looks better to clients to send 1st class	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Next day delivery	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	10	-	2	5	-	-	*	-	-	3	-	-	-	10
	1%	-%	2%	4%	-%	-%	*%	-%	-%	3%	-%	-%	-%	1%
				fgijklm						jkl				
No particular reason	8	-	-	*	1	-	-	2	2	1	-	1	*	7
	1%	-%	-%	*%	2%	-%	-%	1%	2%	1%	-%	2%	*%	1%
Other	28	-	*	5	1	-	7	5	1	1	2	3	1	22
	2%	-%	*%	4%	2%	-%	3%	3%	1%	1%	3%	5%	2%	2%
												bem		
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

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QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1205	89	126	18	104	256	67	518	884	204	71	46	321	613	592
Weighted total	1203	95	105	17	115	255	73	517	1151	33	12	8	53	616	587
Speed of delivery	1002	82	81	13	97	212	65	429	956	28	11	7	45	512	489
	83%	87%	78%	75%	85%	83%	89%	83%	83%	83%	89%	94%	86%	83%	83%
Reliability of service	158	8	7	5	23	31	13	69	152	5	1	*	6	82	76
	13%	9%	7%	31%	20%	12%	18%	13%	13%	15%	5%	4%	11%	13%	13%
				abe			b	b		c					
Always have done / haven't thought to change	69	4	4	3	5	18	5	27	68	1	*	-	1	44	26
	6%	4%	4%	15%	4%	7%	7%	5%	6%	2%	3%	-%	2%	7%	4%
									be					b	
Better service for our customers / clients	60	1	9	-	1	15	6	26	57	2	1	-	3	31	29
	5%	1%	9%	-%	1%	6%	6%	5%	5%	7%	6%	-%	6%	5%	5%
			ad				ad								
Image - not wanting to be seen as using a cheap service	22	-	*	-	3	5	3	10	21	*	*	-	1	9	13
	2%	-%	*%	-%	2%	2%	3%	2%	2%	1%	3%	-%	1%	1%	2%
Little cost difference with second class stamps	21	-	4	*	2	1	2	11	21	*	-	-	*	10	12
	2%	-%	4%	2%	2%	*%	3%	2%	2%	1%	-%	-%	1%	2%	2%
			e				e	e							
Convenience	9	-	4	-	-	2	-	2	8	*	*	*	1	3	6
	1%	-%	4%	-%	-%	1%	-%	*%	1%	1%	2%	2%	1%	1%	1%
			deg												
Higher importance / important	7	*	-	-	-	-	*	6	6	*	*	-	*	4	2
	1%	*%	-%	-%	-%	-%	*%	1%	1%	1%	1%	-%	1%	1%	*%
Cost - cheaper than the competition / courier	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Looks more professional / looks better to clients to send 1st class	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Next day delivery	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	10	-	2	-	-	1	-	7	10	*	-	-	*	9	1
	1%	-%	2%	-%	-%	1%	-%	1%	1%	1%	-%	-%	*%	1%	*%
														b	
No particular reason	8	2	1	-	2	-	1	*	7	*	-	-	*	4	4
	1%	3%	1%	-%	2%	-%	2%	*%	1%	1%	-%	-%	1%	1%	1%
		eg	g		eg		eg								
Other	28	1	5	-	2	12	*	8	27	1	*	-	1	10	18
	2%	1%	5%	-%	1%	5%	1%	1%	2%	3%	1%	-%	2%	2%	3%
			g		g										

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 41 (continuation)

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QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1205	478	56	73	43	886	319	318	568	319	592	205	144	129	65	55	3
Weighted total	1203	568	54	55	14	980	223	373	607	223	710	202	114	88	53	22	3
Speed of delivery	1002	446	52	47	11	806	196	290	516	196	574	171	102	77	49	19	3
	83%	79%	96%	86%	83%	82%	88%	78%	85%	88%	81%	84%	89%	88%	92%	85%	100%
			acd				a		a	a			a		a		
Reliability of service	158	66	8	11	4	126	32	47	80	32	91	19	18	14	10	2	3
	13%	12%	15%	20%	28%	13%	14%	13%	13%	14%	13%	10%	16%	16%	19%	8%	88%
				a	a												
Always have done / haven't thought to change	69	38	-	2	*	61	8	32	29	8	51	12	1	2	2	1	-
	6%	7%	-%	4%	3%	6%	4%	9%	5%	4%	7%	6%	1%	2%	3%	7%	-%
		b						bc			cd	c				c	
Better service for our customers / clients	60	36	1	*	-	46	14	12	34	14	35	9	3	4	5	1	-
	5%	6%	2%	1%	-%	5%	6%	3%	6%	6%	5%	4%	3%	4%	10%	4%	-%
		c													c		
Image - not wanting to be seen as using a cheap service	22	22	-	*	-	20	2	8	12	2	13	7	*	*	2	*	-
	2%	4%	-%	*%	-%	2%	1%	2%	2%	1%	2%	4%	*%	*%	3%	1%	-%
												cd					
Little cost difference with second class stamps	21	15	1	*	*	20	2	13	7	2	18	3	*	-	-	-	-
	2%	3%	1%	*%	3%	2%	1%	3%	1%	1%	2%	2%	*%	-%	-%	-%	-%
								bc									
Convenience	9	7	-	1	-	7	2	3	4	2	5	-	4	-	*	-	-
	1%	1%	-%	1%	-%	1%	1%	1%	1%	1%	1%	-%	3%	-%	*%	-%	-%
													abd				
Higher importance / important	7	*	*	-	-	7	*	3	3	*	3	3	1	*	-	-	-
	1%	*%	*%	-%	-%	1%	*%	1%	1%	*%	*%	1%	*%	*%	-%	-%	-%
Cost - cheaper than the competition / courier	*	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%
Looks more professional / looks better to clients to send 1st class	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Next day delivery	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	10	3	-	-	-	8	2	3	5	2	8	2	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%
No particular reason	8	3	-	*	-	8	*	2	6	*	6	*	1	-	-	-	-
	1%	1%	-%	*%	-%	1%	*%	1%	1%	*%	1%	*%	1%	-%	-%	-%	-%
Other	28	21	*	3	*	23	5	6	17	5	16	4	5	3	-	*	-
	2%	4%	1%	5%	1%	2%	2%	2%	3%	2%	2%	2%	4%	3%	-%	2%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1205	483	60	37	22	23	1143	62	1105	100	978	227	-
Weighted total	1203	461	44	30	19	17	1144	59	1114	89	987	216	-
Speed of delivery	1002	388	36	30	17	10	958	43	933	69	820	181	-
	83%	84%	82%	99% ab	89%	62%	84% b	73%	84%	77%	83%	84%	-%
Reliability of service	158	55	7	3	*	1	149	9	147	11	131	27	-
	13%	12%	15%	11%	2%	4%	13%	15%	13%	13%	13%	13%	-%
Always have done / haven't thought to change	69	12	*	-	-	1	66	3	66	3	66	4	-
	6%	3%	%	-%	-%	8%	6%	5%	6%	3%	7% b	2%	-%
Better service for our customers / clients	60	26	10	*	1	*	57	3	54	6	47	12	-
	5%	6%	22% ac	1%	4%	2%	5%	5%	5%	7%	5%	6%	-%
Image - not wanting to be seen as using a cheap service	22	8	-	-	*	*	22	*	21	1	21	1	-
	2%	2%	-%	-%	1%	1%	2%	1%	2%	1%	2% b	%	-%
Little cost difference with second class stamps	21	7	-	1	-	-	21	-	21	-	19	3	-
	2%	1%	-%	4%	-%	-%	2%	-%	2%	-%	2%	1%	-%
Convenience	9	3	-	-	-	1	8	1	8	1	6	3	-
	1%	1%	-%	-%	-%	8%	1%	2%	1%	2%	1%	2%	-%
Higher importance / important	7	1	-	-	-	-	7	-	7	-	7	-	-
	1%	%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Cost - cheaper than the competition / courier	*	-	-	-	-	-	*	-	*	-	*	-	-
	%	-%	-%	-%	-%	-%	%	-%	%	-%	%	-%	-%
Looks more professional / looks better to clients to send 1st class	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Next day delivery	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	10	8	2	*	-	-	7	3	7	3	7	3	-
	1%	2%	4%	1%	-%	-%	1%	5% a	1%	4% a	1%	1%	-%
No particular reason	8	7	-	-	-	-	8	*	8	*	5	3	-
	1%	2%	-%	-%	-%	-%	1%	%	1%	%	1%	1%	-%
Other	28	11	3	*	1	3	25	3	21	7	18	10	-
	2%	2%	6%	1%	7%	17%	2%	6%	2%	8% a	2%	5% a	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1205	656	199	340	1170	821	1189	526	420	214	863	318	13	291	369	1205	141
1203	657	189	340	1170	768	1187	480	374	205	828	300	8	257	366	1203	90
1002	554	149	286	973	649	989	401	304	173	696	256	8	216	300	1002	77
83%	84%	79%	84%	83%	84%	83%	83%	81%	84%	84%	85%	92%	84%	82%	83%	86%
158	83	28	46	157	108	158	62	77	18	118	38	-	28	52	158	10
13%	13%	15%	14%	13%	14%	13%	13%	21%	9%	14%	13%	-%	11%	14%	13%	11%
					f			abcdfg		f						
69	48	6	12	68	30	69	14	12	7	51	8	*	5	20	69	1
6%	7%	3%	4%	6%	4%	6%	3%	3%	3%	6%	3%	3%	2%	6%	6%	1%
	bc			de		bde				bde				c	c	
60	21	10	25	50	47	54	35	29	15	42	30	-	8	21	60	6
5%	3%	5%	7% a	4%	6%	5%	7% ac	8% acg	7%	5%	10% c	-%	3%	6%	5%	7%
22	13	3	4	22	15	22	3	3	3	15	*	*	8	4	22	4
2%	2%	1%	1%	2% d	2% d	2% d	1%	1%	2%	2% d	*%	5%	3% a	1%	2%	4% a
21	7	9	5	21	13	21	8	4	4	16	4	-	4	9	21	2
2%	1%	5% ac	2%	2%	2%	2%	2%	1%	2%	2%	1%	-%	1%	3%	2%	2%
9	4	-	5	9	3	9	4	3	1	8	1	-	3	2	9	-
1%	1%	-%	2%	1%	*%	1%	1%	1%	1%	1%	*%	-%	1%	*%	1%	-%
7	1	3	3	7	3	7	*	3	*	4	*	-	1	1	7	*
1%	*%	1% a	1% a	1%	*%	1%	*%	1%	*%	1%	*%	-%	*%	*%	1%	*%
*	*	-	-	*	-	*	-	-	-	*	-	-	-	-	*	-
*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
10	3	3	2	10	9	10	9	2	2	5	2	-	5	9	10	-
1%	*%	2%	*%	1%	1%	1%	2% g	*%	1%	1%	1%	-%	2%	2% b	1%	-%
8	3	3	2	7	7	7	6	7	2	6	5	-	2	*	8	*
1%	*%	2%	1%	1%	1%	1%	1%	2% ac	1%	1%	2%	-%	1%	*%	1%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

Significance Level: 95%

Unweighted total

Weighted total

Other

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1205	656	199	340	1170	821	1189	526	420	214	863	318	13	291	369	1205	141
1203	657	189	340	1170	768	1187	480	374	205	828	300	8	257	366	1203	90
28	15	3	9	27	13	27	15	8	6	12	8	-	10	7	28	4
2%	2%	2%	3%	2%	2%	2%	3%	2%	3%	1%	3%	-%	4%	2%	2%	4%

QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1205	1205	756	101	32	1063	1194	1057	1198	944	1184	-	623	1188	171	148	907	146
Weighted total	1203	1203	702	96	39	1061	1189	1036	1194	907	1183	-	615	1189	146	141	911	146
Speed of delivery	1002	1002	623	83	34	881	991	868	993	769	983	-	527	992	124	122	767	112
	83%	83%	89% a	86%	87%	83%	83%	84%	83%	85%	83%	-%	86%	83%	85%	86% c	84% c	77%
Reliability of service	158	158	88	13	8	138	158	141	158	122	153	-	84	155	17	15	118	26
	13%	13%	13%	13%	20%	13%	13%	14%	13%	13%	13%	-%	14%	13%	12%	11%	13%	17%
Always have done / haven't thought to change	69	69	12	3	1	65	67	55	69	40	69	-	25	68	5	3	56	9
	6%	6% b	2%	3%	3%	6%	6%	5%	6%	4%	6%	-%	4%	6%	4%	2%	6% a	6%
Better service for our customers / clients	60	60	34	1	1	58	60	51	60	44	60	-	36	59	8	12	39	9
	5%	5%	5%	1%	1%	5% a	5%	5%	5%	5%	5%	-%	6%	5%	5%	8% b	4%	6%
Image - not wanting to be seen as using a cheap service	22	22	8	1	1	19	22	19	22	12	22	-	10	22	4	2	14	7
	2%	2%	1%	1%	3%	2%	2%	2%	2%	1%	2%	-%	2%	2%	3%	1%	2%	4% b
Little cost difference with second class stamps	21	21	11	2	*	19	21	17	21	14	21	-	12	21	*	-	17	5
	2%	2%	2%	2%	%	2%	2%	2%	2%	2%	2%	-%	2%	2%	%	-%	2%	3% a
Convenience	9	9	7	2	-	7	9	9	9	8	9	-	7	9	3	-	6	3
	1%	1%	1%	3% c	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	2%
Higher importance / important	7	7	7	-	-	7	7	6	7	7	7	-	1	7	-	-	4	3
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	%	2% b
Cost - cheaper than the competition / courier	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	%	%	-%	-%	-%	%	%	%	%	%	%	-%	%	%	-%	-%	%	-%
Looks more professional / looks better to clients to send 1st class	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Next day delivery	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	10	10	3	*	-	10	10	10	10	7	10	-	3	10	4	-	7	-
	1%	1%	%	%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	3% ab	-%	1%	-%
No particular reason	8	8	3	-	-	8	8	7	8	8	8	-	5	8	-	-	4	4
	1%	1%	%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	%	3% ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

Significance Level: 95%
Unweighted total
Weighted total
Other

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
1205	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1203	1205	756	101	32	1063	1194	1057	1198	944	1184	-	623	1188	171	148	907	146
	1203	702	96	39	1061	1189	1036	1194	907	1183	-	615	1189	146	141	911	146
28	28	16	7	*	21	28	20	28	19	28	-	12	28	7	7	18	3
2%	2%	2%	7%	1%	2%	2%	2%	2%	2%	2%	-%	2%	2%	5%	5%	2%	2%
			c												b		

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 41 (continuation)

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QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1205	92	69	1033	799	406	1110	95	962	64	219	986	37	159
Weighted total	1203	101	57	1035	781	423	1090	113	936	58	213	990	34	154
Speed of delivery	1002	89	44	861	657	345	920	82	768	54	187	815	30	127
	83%	88%	78%	83%	84%	82%	84% b	72%	82%	94% a	88% b	82%	88%	83%
Reliability of service	158	13	4	139	104	54	148	10	124	11	28	130	2	20
	13%	12%	7%	13%	13%	13%	14%	9%	13%	18%	13%	13%	7%	13%
Always have done / haven't thought to change	69	*	2	67	33	36	49	20	64	1	3	66	-	2
	6%	1%	3%	6% a	4%	8% a	5%	18% a	7%	1%	2%	7% a	-%	1%
Better service for our customers / clients	60	6	6	47	40	19	58	1	55	1	14	45	3	9
	5%	6%	11% c	5%	5%	5%	5%	1%	6%	1%	7%	5%	9%	6%
Image - not wanting to be seen as using a cheap service	22	*	4	18	20	2	21	1	17	*	10	12	*	*
	2%	1%	7% ac	2%	3% b	1%	2%	1%	2%	1%	5% b	1%	1%	1%
Little cost difference with second class stamps	21	-	1	20	12	9	21	-	20	*	*	21	1	1
	2%	-%	2%	2%	2%	2%	2%	-%	2%	1%	1%	2% a	4%	1%
Convenience	9	1	-	8	7	2	6	3	9	-	*	9	1	-
	1%	1%	-%	1%	1%	1%	1%	3% a	1%	-%	1%	1%	4% b	-%
Higher importance / important	7	-	*	7	7	*	7	-	4	-	*	7	-	-
	1%	-%	1%	1%	1%	1%	1%	-%	1%	-%	1%	1%	-%	-%
Cost - cheaper than the competition / courier	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	1%	-%	-%	1%	-%	1%	1%	-%	1%	-%	-%	1%	-%	-%
Looks more professional / looks better to clients to send 1st class	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Next day delivery	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	10	3	1	5	6	4	10	-	6	-	1	9	-	3
	1%	3% c	2%	1%	1%	1%	1%	-%	1%	-%	1%	1%	-%	2%
No particular reason	8	-	-	8	7	1	8	-	5	-	-	8	-	3
	1%	-%	-%	1%	1%	1%	1%	-%	1%	-%	-%	1%	-%	2%
Other	28	3	5	17	13	15	24	4	22	2	5	23	*	10
	2%	3%	9%	2%	2%	3%	2%	3%	2%	3%	2%	2%	1%	6%

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Table 41 (continuation)

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QV6e. Why does your organisation choose to send items by first class delivery?

Base: All those using 1st class services

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	b	a	b	c	d
Significance Level: 95%	1205	170	3	290	290	313	312
Unweighted total	1203	163	4	312	291	302	298
Weighted total							
Speed of delivery	1002	140	2	271	247	246	237
	83%	86%	39%	87%	85%	82%	80%
				d			
Reliability of service	158	19	-	31	16	73	38
	13%	12%	-%	10%	6%	24%	13%
					abd		b
Always have done / haven't thought to change	69	2	-	11	22	12	25
	6%	1%	-%	3%	8%	4%	8%
					a		ac
Better service for our customers / clients	60	12	-	11	14	22	12
	5%	7%	-%	4%	5%	7%	4%
Image - not wanting to be seen as using a cheap service	22	1	-	*	7	5	9
	2%	%	-%	%	3%	2%	3%
					a		a
Little cost difference with second class stamps	21	1	1	7	4	3	8
	2%	1%	30%	2%	1%	1%	3%
Convenience	9	-	1	4	2	-	3
	1%	-%	31%	1%	1%	-%	1%
Higher importance / important	7	-	-	-	*	4	2
	1%	-%	-%	-%	%	1%	1%
						a	
Cost - cheaper than the competition / courier	*	-	-	*	-	-	-
	%	-%	-%	%	-%	-%	-%
Looks more professional / looks better to clients to send 1st class	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Next day delivery	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't know	10	3	-	1	1	3	4
	1%	2%	-%	%	%	1%	1%
No particular reason	8	3	-	2	2	2	2
	1%	2%	-%	1%	1%	1%	1%
Other	28	5	-	7	7	8	6
	2%	3%	-%	2%	2%	3%	2%
Columns Tested: a,b - a,b,c,d							

QV6f. Why does your organisation choose to send items by second class delivery?

Base: All those using 2nd class services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1044	52	97	41	63	72	90	72	72	59	145	128	153	618
Weighted total	995	56	113	89	60	64	174	157	74	59	54	44	51	846
No urgency	619	30	66	65	35	41	113	105	42	35	32	24	31	533
	62%	53%	59%	73% k	59%	64%	65%	67%	56%	60%	59%	55%	60%	63%
Cost	442	33	55	32	31	27	71	59	37	27	25	21	24	372
	44%	59% cfgm	49%	36%	52%	43%	41%	37%	49%	46%	47%	47%	47%	44%
Value for money for our clients	23	2	-	3	3	-	6	-	5	1	1	2	*	19
	2%	3%	-%	3%	4% bl	-%	3% l	-%	7% beglm	2%	2%	4% bl	*%	2%
Very little difference between 1st and 2nd class delivery times	17	3	-	3	-	2	*	3	2	-	2	1	2	11
	2%	4% b	-%	3%	-%	2%	*%	2%	2%	-%	4% bm	3%	3%	1%
Only if there are no first class stamps available	16	-	2	2	-	1	-	8	1	1	*	*	-	15
	2%	-%	1%	3% l	-%	2%	-%	5% fkl	2%	2%	1%	*%	-%	2%
Reliability of service	10	2	2	2	-	-	*	-	2	*	1	*	1	8
	1%	3%	1%	3%	-%	-%	*%	-%	2%	1%	2%	1%	1%	1%
Always have done / haven't thought to change	6	-	-	-	1	1	*	-	-	1	*	1	*	4
	1%	-%	-%	-%	2%	2%	*%	-%	-%	3%	1%	2%	*%	1%
Other (PLEASE SPECIFY)	16	-	*	*	1	1	3	5	-	1	2	1	1	12
	2%	-%	*%	*%	2%	2%	2%	3%	-%	2%	3%	1%	3%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

QV6f. Why does your organisation choose to send items by second class delivery?

Base: All those using 2nd class services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1044	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	995	100	119	17	84	213	46	434	758	180	67	39	286	489	555
No urgency	619	93	90	16	82	211	49	420	949	29	11	6	46	484	510
	62%	57	48	11	55	114	39	280	590	18	7	4	29	316	304
		61%	53%	67%	68%	54%	79%	67%	62%	64%	60%	69%	64%	65%	59%
					be		abe	be							
Cost	442	50	43	6	32	112	14	163	423	12	5	2	19	207	235
	44%	54%	47%	36%	39%	53%	30%	39%	45%	41%	50%	32%	42%	43%	46%
		dfg	f			dfg									
Value for money for our clients	23	*	3	-	-	13	*	4	22	1	-	-	1	13	9
	2%	1%	4%	-%	-%	6%	1%	1%	2%	2%	-%	-%	1%	3%	2%
			g			adg									
Very little difference between 1st and 2nd class delivery times	17	1	1	-	1	*	*	11	16	*	-	*	*	7	10
	2%	1%	1%	-%	2%	*%	1%	3%	2%	1%	-%	3%	1%	1%	2%
								e							
Only if there are no first class stamps available	16	1	-	-	2	5	-	7	16	*	-	-	*	8	8
	2%	1%	-%	-%	3%	3%	-%	2%	2%	1%	-%	-%	1%	2%	2%
Reliability of service	10	*	2	-	2	2	-	4	9	1	-	*	1	6	4
	1%	*%	2%	-%	2%	1%	-%	1%	1%	2%	-%	2%	2%	1%	1%
Always have done / haven't thought to change	6	-	1	-	-	3	-	2	5	*	*	-	1	3	3
	1%	-%	1%	-%	-%	1%	-%	*%	1%	1%	3%	-%	1%	1%	1%
											a				
Other (PLEASE SPECIFY)	16	*	2	-	1	2	1	9	15	*	*	-	1	4	12
	2%	*%	3%	-%	2%	1%	2%	2%	2%	2%	2%	-%	2%	1%	2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV6f. Why does your organisation choose to send items by second class delivery?

Base: All those using 2nd class services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1044	387	55	70	36	739	305	246	493	305	442	197	143	144	62	50	3
Weighted total	995	442	55	51	11	771	223	272	499	223	516	183	122	99	49	21	3
No urgency	619	264	38	34	8	492	128	160	332	128	318	113	77	60	31	16	3
	62%	60%	69%	67%	72%	64%	57%	59%	66%	57%	62%	62%	63%	61%	65%	76%	94%
						b			ac							a	
Cost	442	208	29	19	4	335	107	119	215	107	229	90	49	45	20	8	*
	44%	47%	53%	37%	36%	43%	48%	44%	43%	48%	44%	49%	40%	46%	40%	36%	12%
Value for money for our clients	23	12	1	*	-	15	7	6	9	7	14	2	4	3	*	-	-
	2%	3%	2%	*%	-%	2%	3%	2%	2%	3%	3%	1%	3%	3%	*%	-%	-%
Very little difference between 1st and 2nd class delivery times	17	10	2	*	-	12	5	5	7	5	9	1	3	3	2	-	-
	2%	2%	3%	1%	-%	2%	2%	2%	1%	2%	2%	*%	2%	3%	3%	-%	-%
Only if there are no first class stamps available	16	6	-	1	-	14	3	7	7	3	7	8	1	-	-	-	-
	2%	1%	-%	2%	-%	2%	1%	2%	1%	1%	1%	4%	1%	-%	-%	-%	-%
									ad								
Reliability of service	10	3	-	2	-	10	*	2	7	*	5	1	4	*	-	-	-
	1%	1%	-%	3%	-%	1%	*%	1%	1%	*%	1%	*%	3%	*%	-%	-%	-%
Always have done / haven't thought to change	6	1	-	*	*	5	1	3	2	1	3	1	1	1	-	-	-
	1%	*%	-%	1%	3%	1%	1%	1%	*%	1%	1%	1%	*%	1%	-%	-%	-%
					a												
Other (PLEASE SPECIFY)	16	9	-	*	-	9	7	2	8	7	6	3	4	2	*	1	-
	2%	2%	-%	1%	-%	1%	3%	1%	2%	3%	1%	2%	4%	2%	1%	3%	-%
										a			a				

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV6f. Why does your organisation choose to send items by second class delivery?

Base: All those using 2nd class services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1044	418	52	37	25	18	992	52	961	83	854	190	-
Weighted total	995	384	43	35	23	11	948	46	921	74	819	176	-
No urgency	619	227	25	18	12	4	592	27	581	38	521	98	-
	62%	59%	58%	51%	51%	34%	62%	60%	63% b	52%	64% b	56%	-%
Cost	442	176	24	15	15	6	418	23	397	45	351	91	-
	44%	46%	57%	44%	65%	56%	44%	51%	43%	61% a	43%	52% a	-%
Value for money for our clients	23	10	-	-	1	-	23	-	21	2	19	4	-
	2%	3%	-%	-%	5%	-%	2%	-%	2%	2%	2%	2%	-%
Very little difference between 1st and 2nd class delivery times	17	8	*	-	-	1	16	1	15	2	14	2	-
	2%	2%	1%	-%	-%	11%	2%	3%	2%	2%	2%	1%	-%
Only if there are no first class stamps available	16	10	-	1	-	-	15	1	15	1	12	4	-
	2%	3%	-%	4%	-%	-%	2%	3%	2%	2%	2%	2%	-%
Reliability of service	10	4	*	-	-	*	10	-	10	-	10	*	-
	1%	1%	*%	-%	-%	1%	1%	-%	1%	-%	1%	*%	-%
Always have done / haven't thought to change	6	1	-	*	-	-	5	*	5	*	5	*	-
	1%	*%	-%	1%	-%	-%	1%	1%	1%	*%	1%	*%	-%
Other (PLEASE SPECIFY)	16	4	-	4	*	-	13	3	13	3	12	4	-
	2%	1%	-%	10% ab	2%	-%	1%	7% a	1%	5% a	1%	2%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 42 (continuation) Page 521

QV6f. Why does your organisation choose to send items by second class delivery?

Base: All those using 2nd class services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1044	536	199	303	1022	686	1037	474	386	199	760	275	14	260	288	1044	126
Weighted total	995	496	186	302	975	608	990	424	332	182	705	251	8	236	279	995	80
No urgency	619	312	118	187	612	392	618	245	213	96	454	133	4	147	200	619	55
	62%	63%	63%	62%	63%	64%	62%	58%	64%	53%	64%	53%	51%	62%	72%	62%	69%
					f	df	f		df		df			a	b		
Cost	442	220	84	129	432	276	439	201	129	97	318	133	4	100	109	442	35
	44%	44%	45%	43%	44%	45%	44%	47%	39%	53%	45%	53%	50%	43%	39%	44%	43%
					e	e		e		aceg	e	c					
Value for money for our clients	23	13	1	8	21	14	21	11	14	5	11	11	-	*	4	23	-
	2%	3%	*%	3%	2%	2%	2%	3%	4%	3%	2%	4%	-%	*%	1%	2%	-%
									acg			c					
Very little difference between 1st and 2nd class delivery times	17	8	3	6	17	8	17	8	6	3	10	3	*	6	2	17	*
	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	1%	1%	6%	3%	1%	2%	1%
Only if there are no first class stamps available	16	11	2	3	16	9	16	9	5	3	7	7	-	5	8	16	3
	2%	2%	1%	1%	2%	1%	2%	2%	1%	2%	1%	3%	-%	2%	3%	2%	3%
Reliability of service	10	6	3	*	10	6	10	2	4	*	7	*	-	4	*	10	2
	1%	1%	2%	*%	1%	1%	1%	1%	1%	*%	1%	*%	-%	2%	*%	1%	3%
			c														ab
Always have done / haven't thought to change	6	3	2	1	6	2	6	1	1	1	5	1	-	-	-	6	*
	1%	1%	1%	*%	1%	%	1%	*%	%	1%	1%	%	-%	-%	-%	1%	*%
Other (PLEASE SPECIFY)	16	4	7	4	15	7	16	8	8	6	9	4	-	4	4	16	1
	2%	1%	4%	1%	2%	1%	2%	2%	3%	3%	1%	2%	-%	2%	1%	2%	2%
			a														

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV6f. Why does your organisation choose to send items by second class delivery?

Base: All those using 2nd class services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1044	756	1044	128	23	888	1031	912	1034	831	1026	-	540	1030	149	120	769	153
Weighted total	995	702	995	127	23	840	977	849	979	786	979	-	531	982	120	128	708	157
No urgency	619	501	619	77	19	521	611	533	612	492	609	-	353	612	77	73	444	101
	62%	71% b	62%	60%	82%	62%	63%	63%	63%	63%	62%	-%	67%	62%	64%	57%	63%	64%
Cost	442	250	442	54	8	380	432	380	433	350	434	-	232	437	59	56	308	78
	44%	36%	44% a	43%	35%	45%	44%	45%	44%	45%	44%	-%	44%	44%	49%	44%	44%	50%
Value for money for our clients	23	18	23	1	3	19	23	17	23	15	23	-	8	23	-	5	15	3
	2%	3%	2%	1%	11%	2%	2%	2%	2%	2%	2%	-%	1%	2%	-%	4%	2%	2%
Very little difference between 1st and 2nd class delivery times	17	1	17	3	-	13	16	11	17	11	17	-	3	17	1	*	14	2
	2%	*% a	2%	3%	-%	2%	2%	1%	2%	1%	2%	-%	1%	2%	1%	*%	2%	1%
Only if there are no first class stamps available	16	16	16	-	-	16	16	15	16	16	16	-	10	16	5	4	12	-
	2%	2%	2%	-%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	4% b	3% c	2%	-%
Reliability of service	10	7	10	2	-	8	10	10	10	8	10	-	7	10	1	2	8	-
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	-%
Always have done / haven't thought to change	6	2	6	*	-	5	6	4	6	4	6	-	2	6	*	1	5	-
	1%	*% a	1%	*%	-%	1%	1%	*%	1%	*%	1%	-%	*%	1%	*%	1%	1%	-%
Other (PLEASE SPECIFY)	16	11	16	7	*	9	15	15	16	14	16	-	8	16	7	4	6	6
	2%	2%	2%	5% c	2%	1%	2%	2%	2%	2%	2%	-%	2%	2%	6% ab	3%	1%	4% b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV6f. Why does your organisation choose to send items by second class delivery?

Base: All those using 2nd class services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1044	78	73	885	689	355	978	66	831	49	194	850	34	135
Weighted total	995	78	64	849	641	353	928	66	759	51	198	797	36	121
No urgency	619	44	32	541	409	210	577	42	481	24	125	494	19	64
	62%	56%	51%	64% b	64%	59%	62%	63%	63% b	46%	63%	62%	52%	53%
Cost	442	41	34	366	284	158	410	32	331	26	81	361	17	68
	44%	52%	54%	43%	44%	45%	44%	49%	44%	51%	41%	45%	46%	56%
Value for money for our clients	23	2	3	18	16	7	22	*	16	-	6	17	2	1
	2%	2%	5%	2%	2%	2%	2%	1%	2%	-%	3%	2%	6%	1%
Very little difference between 1st and 2nd class delivery times	17	1	1	14	13	4	16	*	9	6	6	11	-	2
	2%	2%	2%	2%	2%	1%	2%	1%	1%	11% a	3%	1%	-%	1%
Only if there are no first class stamps available	16	5	-	11	8	8	16	-	11	-	4	12	-	4
	2%	6% bc	-%	1%	1%	2%	2%	-%	1%	-%	2%	2%	-%	3%
Reliability of service	10	-	-	10	6	4	10	-	7	-	2	7	-	*
	1%	-%	-%	1%	1%	1%	1%	-%	1%	-%	1%	1%	-%	*%
Always have done / haven't thought to change	6	*	*	5	4	2	6	-	6	-	2	4	-	*
	1%	*%	1%	1%	1%	1%	1%	-%	1%	-%	1%	1%	-%	*%
Other (PLEASE SPECIFY)	16	3	1	12	9	7	15	1	12	3	3	13	-	4
	2%	4%	2%	1%	1%	2%	2%	2%	2%	6% a	1%	2%	-%	3%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

QV6f. Why does your organisation choose to send items by second class delivery?

Base: All those using 2nd class services

Significance Level: 95%

Unweighted total

Weighted total

No urgency

Cost

Value for money for our clients

Very little difference between 1st and 2nd class delivery times

Only if there are no first class stamps available

Reliability of service

Always have done / haven't thought to change

Other (PLEASE SPECIFY)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1044	146	4	247	260	272	265
995	134	6	240	254	259	241
619	68	4	153	154	171	140
62%	51%	70%	64%	61%	66%	58%
442	75	2	103	127	103	108
44%	56%	30%	43%	50%	40%	45%
				c		
23	4	-	1	4	13	4
2%	3%	-%	1%	2%	5%	2%
					abd	
17	2	-	5	3	4	5
2%	1%	-%	2%	1%	1%	2%
16	1	-	4	3	1	8
2%	1%	-%	2%	1%	1%	3%
						c
10	-	-	3	2	2	2
1%	-%	-%	1%	1%	1%	1%
6	*	-	2	1	-	3
1%	*%	-%	1%	*%	-%	1%
16	4	-	3	*	6	6
2%	3%	-%	1%	*%	2%	3%
					b	b

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Table 43

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QV7a. In the last 12 months, has your organisation:

Base: All Respondents using Royal Mail services

Significance Level: 95%

Unweighted total

Weighted total

Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?

Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?

Both?

Switched from Royal Mail to other mail service providers

Or has not changed mail in the last 12 months?

Don't Know (DO NOT READ OUT)

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
1563	a	b	c	d	e	f	g	h	i	j	k	l	m
1564	78	133	74	94	121	141	106	115	96	213	195	197	958
	86	153	155	88	124	280	226	133	102	80	70	69	1346
130	2	14	1	11	4	37	21	16	6	6	6	6	112
8%	2%	9%	1%	13%	4%	13%	9%	12%	6%	7%	9%	9%	8%
		ac		ace		ace	ac	ace	c	c	ac	ac	ac
37	2	5	7	1	3	3	7	3	3	-	1	1	34
2%	2%	3%	5%	2%	2%	1%	3%	3%	2%	-	2%	2%	3%
	j	j	j		j		j	j	j		j	j	j
7	-	-	-	-	3	-	-	3	1	-	-	-	7
1%	-	-	-	-	2%	-	-	2%	1%	-	-	-	1%
					klm			klm					
13	1	3	2	-	-	*	*	3	-	1	1	*	11
1%	1%	2%	2%	-	-	1%	1%	3%	-	1%	1%	1%	1%
1365	81	132	141	74	113	239	194	106	92	73	61	60	1172
87%	94%	86%	91%	84%	91%	86%	86%	79%	90%	91%	87%	87%	87%
	dh		h		h				h	h			h
12	*	*	3	1	1	*	2	2	-	*	1	1	11
1%	1%	1%	2%	2%	1%	1%	1%	1%	-	1%	1%	1%	1%

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Table 43 (continuation)

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QV7a. In the last 12 months, has your organisation:

Base: All Respondents using Royal Mail services

Significance Level: 95%
Unweighted total
Weighted total

Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?

Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?

Both?

Switched from Royal Mail to other mail service providers

Or has not changed mail in the last 12 months?

Don't Know (DO NOT READ OUT)

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1563	a 125	b 162	c 23	d 128	e 354	f 74	g 657	a 1180	b 245	c 87	d 51	e 383	a 788	b 775
1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
130	8	19	6	8	31	11	45	123	4	2	1	7	69	61
8%	7%	14% dg	28%	6%	8%	13%	7%	8%	10%	13%	12%	11%	8%	8%
37	2	3	-	4	15	-	13	36	1	*	-	1	21	16
2%	1%	2%	-%	3%	4% g	-%	2%	2%	3%	1%	-%	2%	3%	2%
7	-	-	-	1	1	-	4	7	*	-	-	*	3	4
*%	-%	-%	-%	1%	*%	-%	1%	*%	*%	-%	-%	*%	*%	1%
13	-	4	-	*	4	-	5	12	1	-	*	1	7	6
1%	-%	3% ag	-%	*%	1%	-%	1%	1%	2%	-%	2%	1%	1%	1%
1365	111	110	16	126	309	68	586	1312	34	12	7	53	702	663
87%	92% bf	81%	72%	90% b	86%	83%	89% b	87%	85%	82%	82%	84%	87%	88%
12	-	-	-	*	*	4	8	11	*	1	*	1	8	4
1%	-%	-%	-%	*%	*%	5% abdeg	1%	1%	*%	4% ab	4% ab	2%	1%	1%

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Table 43 (continuation)

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QV7a. In the last 12 months, has your organisation:

Base: All Respondents using Royal Mail services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	130 8%	64 9%	7 9%	8 11%	1 7%	94 7%	36 12% a	34 7%	59 8%	36 12% ab	74 8%	23 9%	11 7%	14 11%	4 6%	3 15%	- -%
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	37 2%	21 3%	5 6% c	* *% *	- -% -	22 2%	14 5% a	10 2%	12 2%	14 5% ab	17 2%	9 4% c	* *% *	8 6% acf	2 3% c	- -% *	- -% -
Both?	7 *%	3 *%	- -%	- -%	- -%	4 *%	3 1%	- -%	4 1%	3 1% a	4 *%	1 *%	- -%	- -%	* *% *	1 6% abcd	- -%
Switched from Royal Mail to other mail service providers	13 1%	3 *%	1 2%	* *% *	2 11% abc	7 1%	6 2% a	3 1%	4 1%	6 2% b	7 1%	5 2%	2 1%	- -%	- -%	- -%	- -%
Or has not changed mail in the last 12 months?	1365 87%	653 88%	61 83%	61 88%	13 81%	1131 89% b	234 79%	459 91% c	672 88% c	234 79%	818 88% df	218 85%	141 89% f	99 82%	54 90% f	17 76%	3 100%
Don't Know (DO NOT READ OUT)	12 1%	2 *%	- -%	* 1%	* 1%	11 1%	2 1%	- -%	11 1% a	2 1%	7 1%	1 *%	4 2% ad	- -%	* *% *	1 4% abd	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 43 (continuation)

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QV7a. In the last 12 months, has your organisation:

Base: All Respondents using Royal Mail services

Significance Level: 95%

Unweighted total

Weighted total

Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?

Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?

Both?

Switched from Royal Mail to other mail service providers

Or has not changed mail in the last 12 months?

Don't Know (DO NOT READ OUT)

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	*e	a	b	a	b	a	b	*c
1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
130	55	6	11	4	4	122	8	112	18	94	36	-
8%	9%	10%	23% a	12%	19%	8%	9%	8%	14% a	7%	13% a	-%
37	18	2	*	-	2	35	2	35	2	27	10	-
2%	3%	3%	1%	-%	7%	2%	2%	2%	1%	2%	4%	-%
7	1	-	*	-	1	7	-	6	1	6	1	-
*%	*%	-%	*%	-%	7%	*%	-%	*%	1%	*%	1%	-%
13	7	2	2	-	-	7	6	7	6	6	7	-
1%	1%	3%	5% a	-%	-%	*%	8% a	*%	5% a	1%	2% a	-%
1365	489	47	33	25	14	1297	68	1267	98	1137	228	-
87%	84% c	83%	71%	88%	67%	88%	81%	88% b	77%	89% b	80%	-%
12	12	1	-	-	-	12	*	11	2	10	2	-
1%	2%	1%	-%	-%	-%	1%	*%	1%	1%	1%	1%	-%

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Table 43 (continuation)

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QV7a. In the last 12 months, has your organisation:

Base: All Respondents using Royal Mail services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1563	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Weighted total	1564	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
		846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	130																
	8%	64	19	43	123	82	126	77	43	42	90	46	1	32	42	127	16
		8%	7%	10%	8%	9%	8%	12%	9%	15%	8%	12%	12%	10%	9%	9%	15%
								abcb		abcb							ab
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	37	19	9	9	35	29	35	20	11	6	22	8	-	14	13	37	5
	2%	2%	4%	2%	2%	3%	2%	3%	2%	2%	2%	2%	-%	4%	3%	2%	4%
Both?	7	1	*	6	6	6	7	2	3	3	7	3	-	*	6	4	-
	*%	*%	*%	1%	*%	1%	*%	*%	1%	1%	1%	1%	-%	*%	1%	*%	-%
				a											b		
Switched from Royal Mail to other mail service providers	13	8	1	4	13	9	13	8	4	6	9	8	-	3	5	13	*
	1%	1%	*%	1%	1%	1%	1%	1%	1%	2%	1%	2%	-%	1%	1%	1%	*%
										acg							
Or has not changed mail in the last 12 months?	1365	749	223	379	1288	773	1309	502	390	217	931	326	9	272	388	1304	86
	87%	89%	87%	85%	87%	85%	87%	81%	86%	78%	87%	82%	88%	84%	84%	87%	79%
					df	df	df		df		df					c	
Don't Know (DO NOT READ OUT)	12	4	5	3	10	10	10	11	2	2	8	5	-	4	7	11	2
	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	1%	-%	1%	2%	1%	2%
			a					ac									

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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QV7a. In the last 12 months, has your organisation:

Base: All Respondents using Royal Mail services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	1563	a 1205	b 1044	a 141	b 37	c 1376	a 1539	b 1346	c 1545	d 1222	e 1532	f -	a 799	b 1533	c 205	a 186	b 1174	c 199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?	130 8%	92 8%	123 12% a	130 95% bc	- -%	- -%	126 8%	114 9%	127 8%	110 9%	128 8%	- -%	75 9%	129 8%	25 14% ab	19 10%	76 6%	35 18% ab
Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?	37 2%	35 3%	19 2%	- -%	37 84% ac	- -%	37 2%	31 2%	37 2%	27 2%	32 2%	- -%	18 2%	37 2%	7 4%	4 2%	27 2%	6 3%
Both?	7 *%	4 *%	4 *%	7 5% c	7 16% ac	- -%	7 *%	7 1%	7 *%	5 *%	7 *%	- -%	5 1%	7 *%	- -%	1 1%	4 *%	- -%
Switched from Royal Mail to other mail service providers	13 1%	12 1%	9 1%	- -%	- -%	- -%	13 1%	13 1%	13 1%	10 1%	13 1%	- -%	7 1%	13 1%	1 *%	1 *%	5 *%	8 4% ab
Or has not changed mail in the last 12 months?	1365 87%	1051 87% b	834 84%	- -%	- -%	1365 99% ab	1341 87%	1144 87%	1347 87%	1034 87%	1342 87%	- -%	692 86% c	1339 87% c	140 80%	158 84% c	1056 90% ac	150 75%
Don't Know (DO NOT READ OUT)	12 1%	10 1%	6 1%	- -%	- -%	12 1%	12 1%	12 1%	9 1%	12 1%	12 1%	- -%	4 1%	12 1%	2 1%	5 3% bc	4 *%	- -%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 43 (continuation)

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QV7a. In the last 12 months, has your organisation:

Base: All Respondents using Royal Mail services

Significance Level: 95%

Unweighted total

Weighted total

Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?

Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?

Both?

Switched from Royal Mail to other mail service providers

Or has not changed mail in the last 12 months?

Don't Know (DO NOT READ OUT)

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1563	a	b	c	a	b	a	b	a	b	a	b	a	b
1564	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
130	19	12	99	88	42	123	8	84	15	39	91	9	26
8%	14%	15%	7%	9%	7%	9%	5%	7%	19%	14%	7%	17%	13%
	c	c							a	b			
37	4	*	32	27	10	32	5	20	*	11	26	4	5
2%	3%	1%	2%	3%	2%	2%	3%	2%	1%	4%	2%	8%	3%
7	1	1	4	4	3	6	1	6	-	3	4	1	-
*%	1%	1%	%	*%	*%	*%	1%	*%	-%	1%	*%	3%	-%
												b	
13	2	2	10	11	2	13	-	4	3	7	6	-	5
1%	1%	2%	1%	1%	*%	1%	-%	*%	3%	2%	1%	-%	3%
									a	b			
1365	105	66	1181	850	515	1234	131	1088	60	229	1136	37	161
87%	80%	79%	88%	86%	89%	87%	91%	90%	77%	79%	89%	72%	81%
			ab					b			a		
12	*	2	10	8	4	12	-	12	-	1	12	-	2
1%	*%	2%	1%	1%	1%	1%	-%	1%	-%	*%	1%	-%	1%

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Table 43 (continuation)

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QV7a. In the last 12 months, has your organisation:

Base: All Respondents using Royal Mail services

Significance Level: 95%

Unweighted total

Weighted total

Changed mail from higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)?

Changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)?

Both?

Switched from Royal Mail to other mail service providers

Or has not changed mail in the last 12 months?

Don't Know (DO NOT READ OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
130	28	*	43	37	31	19
8%	13%	6%	11% d	10% d	8%	5%
37	5	-	12	14	6	5
2%	2%	-%	3%	4% d	1%	1%
7	1	-	1	1	3	1
*%	1%	-%	*%	*%	1%	*%
13	5	-	5	1	4	4
1%	2%	-%	1%	*%	1%	1%
1365	178	7	317	334	344	369
87%	81%	94%	83%	86%	88%	92% abc
12	2	-	2	1	5	4
1%	1%	-%	1%	*%	1%	1%

QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	166	4	18	5	13	8	21	12	17	7	17	22	22	105
Weighted total	167	4	18	8	13	7	40	29	19	9	6	7	8	146
Price increases	110	2	11	1	9	4	37	13	11	4	6	6	5	93
	66%	46%	61%	7%	75%	62%	94%	46%	59%	43%	96%	88%	65%	64%
Better quality of service	22	*	-	7	2	1	*	5	3	1	1	-	1	20
	13%	5%	-%	93%	13%	17%	*%	17%	17%	14%	16%	-%	7%	14%
Due to internal cost cutting	22	-	4	-	2	-	*	7	2	4	*	1	1	19
	13%	-%	24%	-%	12%	-%	1%	26%	8%	43%	2%	14%	17%	13%
First class is not much quicker than second	10	-	3	-	-	1	2	3	-	-	-	*	*	9
	6%	-%	15%	-%	-%	18%	6%	11%	-%	-%	-%	6%	5%	6%
Changes in the type of mail sent	4	-	-	-	-	-	3	-	2	-	-	-	*	4
	3%	-%	-%	-%	-%	-%	6%	-%	8%	-%	-%	-%	5%	3%
Cost implications	1	-	-	-	-	-	-	-	1	-	-	-	-	1
	1%	-%	-%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	1%
Became more aware of alternatives	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	8	2	1	-	*	1	-	2	*	-	1	-	-	8
	5%	54%	8%	-%	1%	20%	-%	9%	1%	-%	10%	-%	-%	5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 44 (continuation)

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QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		^a	^b	^c	^d	^e	^f	^g	^a	^b	^c	^d	^e	^a	^b
Unweighted total	166	8	23	4	13	40	7	66	119	29	12	6	47	91	75
Weighted total	167	10	22	6	12	45	11	58	159	5	2	1	8	89	77
Price increases	110	1	15	4	6	33	9	39	103	4	1	1	6	63	46
	66%	14%	67%	73%	54%	73%	88%	67%	65%	82%	69%	89%	79%	71%	60%
Better quality of service	22	-	3	-	*	8	-	10	21	1	*	-	1	17	5
	13%	-%	14%	-%	2%	17%	-%	18%	13%	10%	8%	-%	9%	19% b	6%
Due to internal cost cutting	22	5	3	2	2	3	1	6	21	1	*	*	1	8	14
	13%	53%	13%	27%	13%	7%	12%	10%	13%	11%	6%	11%	10%	9%	18%
First class is not much quicker than second	10	-	-	-	-	2	1	7	10	-	*	-	*	5	5
	6%	-%	-%	-%	-%	4%	12%	13%	6%	-%	9%	-%	2%	6%	7%
Changes in the type of mail sent	4	2	-	-	-	-	-	3	4	-	-	-	-	3	2
	3%	20%	-%	-%	-%	-%	-%	4%	3%	-%	-%	-%	-%	3%	3%
Cost implications	1	-	-	-	-	-	-	-	1	-	-	-	-	-	1
	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	2%
Became more aware of alternatives	*	-	-	-	-	-	-	*	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	1%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	8	1	2	-	4	1	-	1	7	*	1	-	1	3	5
	5%	13%	8%	-%	34%	1%	-%	1%	5%	7%	32%	-%	13%	3%	7%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 44 (continuation)

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QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	166	66	10	13	6	102	64	32	70	64	69	31	13	34	9	8	-
Weighted total	167	85	11	8	1	116	51	44	72	51	91	32	11	21	6	3	-
Price increases	110	43	9	6	1	74	36	30	44	36	62	21	5	13	6	3	-
	66%	51%	84%	75%	74%	64%	71%	68%	61%	71%	68%	66%	46%	59%	93%	100%	-%
Better quality of service	22	17	1	*	-	15	7	6	9	7	9	5	2	3	*	1	-
	13%	20%	6%	1%	-%	13%	13%	14%	12%	13%	10%	17%	15%	14%	7%	28%	-%
Due to internal cost cutting	22	17	-	2	-	16	6	5	10	6	11	4	4	3	*	-	-
	13%	20%	-%	22%	-%	14%	12%	12%	14%	12%	12%	12%	36%	14%	2%	-%	-%
First class is not much quicker than second	10	3	-	-	-	8	2	5	3	2	8	2	-	*	-	-	-
	6%	3%	-%	-%	-%	7%	4%	11%	5%	4%	9%	5%	-%	1%	-%	-%	-%
Changes in the type of mail sent	4	-	2	-	-	4	-	3	2	-	3	2	-	-	-	-	-
	3%	-%	14%	-%	-%	4%	-%	6%	3%	-%	3%	5%	-%	-%	-%	-%	-%
Cost implications	1	1	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	2%	-%	-%	-%	-%	6%	-%	-%	-%
														a			
Became more aware of alternatives	*	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	%	1%	-%	-%	-%	%	-%	-%	1%	-%	-%	-%	4%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	8	7	-	*	*	4	4	1	3	4	6	*	-	2	-	*	-
	5%	8%	-%	2%	41%	4%	8%	3%	4%	8%	6%	1%	-%	9%	-%	5%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 44 (continuation)

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QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Significance Level: 95%	166	68	12	11	4	7	159	7	149	17	122	44	-
Unweighted total	167	73	8	11	4	6	157	9	147	20	121	46	-
Weighted total													
Price increases	110	45	6	11	4	2	102	8	92	18	83	26	-
	66%	62%	78%	100%	100%	28%	65%	83%	62%	91%	69%	57%	-%
Better quality of service	22	11	1	-	*	3	22	-	21	*	12	10	-
	13%	14%	9%	-%	13%	45%	14%	-%	15%	1%	10%	21%	-%
Due to internal cost cutting	22	10	1	-	-	*	22	-	22	-	13	9	-
	13%	13%	17%	-%	-%	2%	14%	-%	15%	-%	11%	19%	-%
First class is not much quicker than second	10	3	-	*	-	-	10	-	10	-	9	2	-
	6%	5%	-%	4%	-%	-%	7%	-%	7%	-%	7%	4%	-%
Changes in the type of mail sent	4	2	-	-	-	-	4	-	4	-	4	-	-
	3%	2%	-%	-%	-%	-%	3%	-%	3%	-%	4%	-%	-%
Cost implications	1	1	-	-	-	-	1	-	1	-	1	-	-
	1%	2%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Became more aware of alternatives	*	*	-	-	-	-	*	-	*	-	*	-	-
	*%	1%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	8	4	1	-	-	1	7	2	7	2	6	2	-
	5%	6%	11%	-%	-%	25%	4%	17%	4%	8%	5%	5%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker

Table 44 (continuation)

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QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	166	79	32	53	155	119	158	95	62	45	119	56	4	42	60	162	25
Weighted total	167	83	28	52	159	111	162	96	54	48	112	54	1	46	55	164	20
Price increases	110	52	19	35	108	73	108	66	43	32	80	40	1	26	41	109	8
	66%	63%	69%	66%	68%	66%	67%	68%	79%	66%	71%	74%	100%	57%	74%	66%	40%
Better quality of service	22	9	5	7	18	19	20	14	8	7	8	7	-	7	8	20	3
	13%	11%	18%	14%	11%	17%	13%	15%	15%	14%	7%	14%	-%	15%	15%	12%	15%
Due to internal cost cutting	22	14	*	8	21	15	21	12	5	8	15	4	-	7	3	21	6
	13%	17%	*%	15%	13%	14%	13%	12%	10%	16%	14%	7%	-%	15%	6%	13%	29%
First class is not much quicker than second	10	10	-	*	10	4	10	4	-	*	4	*	-	3	2	10	1
	6%	12%	-%	1%	6%	3%	6%	4%	-%	1%	3%	1%	-%	8%	4%	6%	6%
Changes in the type of mail sent	4	2	-	3	4	2	4	-	*	-	4	-	-	2	2	4	-
	3%	2%	-%	5%	3%	2%	3%	-%	1%	-%	4%	-%	-%	3%	3%	3%	-%
Cost implications	1	-	-	1	1	1	1	1	-	-	1	-	-	1	1	1	1
	1%	-%	-%	2%	1%	1%	1%	1%	-%	-%	1%	-%	-%	3%	2%	1%	6%
Became more aware of alternatives	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	*%	-%	-%	1%	*%	*%	*%	*%	1%	1%	*%	1%	-%	-%	1%	*%	2%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	8	2	4	2	7	5	7	4	1	2	6	4	-	3	4	8	2
	5%	2%	15%	4%	4%	4%	4%	4%	1%	5%	6%	7%	-%	6%	7%	5%	11%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 44 (continuation)

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QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	*c	a	b	c	d	e	*f	a	b	c	*a	b	c
Unweighted total	166	125	143	135	31	-	163	148	164	137	162	-	93	164	32	23	104	39
Weighted total	167	127	142	130	37	-	163	145	163	137	160	-	93	166	33	23	102	41
Price increases	110	78	105	95	14	-	106	98	106	97	105	-	63	109	18	16	66	28
	66%	62%	74% a	73% b	39%	-%	65%	68%	65%	71%	66%	-%	68%	66%	56%	68%	64%	68%
Better quality of service	22	20	5	7	15	-	22	19	22	13	17	-	11	21	5	5	14	3
	13%	15% b	4%	5%	41% a	-%	13%	13%	13%	10%	10%	-%	12%	13%	17%	22%	13%	7%
Due to internal cost cutting	22	18	21	20	1	-	22	19	22	17	22	-	12	22	6	2	9	12
	13%	14%	15%	16%	4%	-%	13%	13%	13%	12%	14%	-%	13%	13%	18%	7%	8%	28% b
First class is not much quicker than second	10	6	9	9	2	-	10	3	10	2	10	-	2	10	*	*	7	3
	6%	4%	6%	7%	5%	-%	6% d	2%	6% d	1%	6% d	-%	2%	6%	1%	2%	7%	6%
Changes in the type of mail sent	4	2	4	4	*	-	4	4	4	4	4	-	2	4	-	-	4	-
	3%	2%	3%	3%	1%	-%	3%	3%	3%	3%	3%	-%	2%	3%	-%	-%	4%	-%
Cost implications	1	1	1	1	-	-	1	1	1	1	1	-	1	1	1	-	1	-
	1%	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	-%	1%	1%	4%	-%	1%	-%
Became more aware of alternatives	*	-	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	1%	*%	1%	-%	*%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	8	8	4	1	7	-	8	6	8	8	8	-	4	8	2	2	5	1
	5%	6%	3%	1%	20% a	-%	5%	4%	5%	6%	5%	-%	4%	5%	5%	8%	5%	3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 44 (continuation)

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QV7b. And why is this?

Base: All respondents who have changed Royal Mail services

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	166	25	13	128	120	46	154	12	112	16	45	121	11	30
Weighted total	167	24	13	131	115	52	155	12	104	15	50	116	13	31
Price increases	110	18	9	83	73	37	102	8	63	11	30	80	5	19
	66%	75%	67%	64%	63%	71%	66%	62%	61%	71%	60%	68%	38%	63%
Better quality of service	22	3	*	19	11	10	19	3	16	*	3	18	5	4
	13%	11%	4%	14%	10%	20%	12%	24%	15%	1%	7%	16%	40%	14%
Due to internal cost cutting	22	-	4	18	19	3	21	*	16	1	7	14	2	7
	13%	-%	33%	13%	17%	5%	14%	4%	15%	8%	15%	12%	12%	23%
First class is not much quicker than second	10	-	-	10	7	4	9	1	7	3	3	7	-	2
	6%	-%	-%	8%	6%	7%	6%	10%	6%	21%	6%	6%	-%	5%
Changes in the type of mail sent	4	-	-	4	4	*	4	-	2	-	2	3	-	-
	3%	-%	-%	3%	4%	1%	3%	-%	2%	-%	3%	3%	-%	-%
Cost implications	1	-	-	1	1	-	1	-	1	-	1	-	-	-
	1%	-%	-%	1%	1%	-%	1%	-%	1%	-%	2%	-%	-%	-%
Became more aware of alternatives	*	-	-	*	*	-	*	-	*	-	*	-	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	1%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	8	3	1	4	7	1	8	-	6	*	5	4	2	*
	5%	13%	5%	3%	6%	2%	5%	-%	6%	3%	9%	3%	15%	1%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 44 (continuation)

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QV7b. And why is this?**Base: All respondents who have changed Royal Mail services**

Significance Level: 95%

Unweighted total

Weighted total

Price increases

Better quality of
serviceDue to internal cost
cuttingFirst class is not much
quicker than secondChanges in the type of
mail sent

Cost implications

Became more aware of
alternativesDepends on what stamp is
available / available in
shop

Other

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	a	b	c	d
166	33	1	54	46	35	31
167	33	*	55	51	37	24
110	19	*	30	33	30	16
66%	57%	100%	55%	65%	81% a	68%
22	5	*	8	6	2	5
13%	16%	100%	15%	13%	6%	20%
22	7	-	11	9	2	*
13%	22%	-%	20% cd	17% d	4%	*%
10	2	-	4	*	4	2
6%	5%	-%	7%	*%	11% b	10% b
4	-	-	-	4	-	-
3%	-%	-%	-%	9% a	-%	-%
1	-	-	1	-	-	-
1%	-%	-%	2%	-%	-%	-%
*	-	-	-	-	-	*
*%	-%	-%	-%	-%	-%	2%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
8	2	-	4	3	-	1
5%	5%	-%	7%	6%	-%	4%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

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Table 45

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QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?

Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	6	-	-	-	-	3	-	-	2	1	-	-	-	6
Weighted total	7	-	-	-	-	3	-	-	3	1	-	-	-	7
Price increases	1	-	-	-	-	*	-	-	1	-	-	-	-	1
	20%	-%	-%	-%	-%	6%	-%	-%	43%	-%	-%	-%	-%	20%
Better quality of service	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	18%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	18%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	-	3	-	-	2	-	-	-	-	4
	62%	-%	-%	-%	-%	94%	-%	-%	57%	-%	-%	-%	-%	62%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 45 (continuation)

Page 542

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?

Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	6	-	-	-	1	1	-	4	5	1	-	-	1	2	4
Weighted total	7	-	-	-	1	1	-	4	7	*	-	-	*	3	4
Price increases	1	-	-	-	-	-	-	1	1	*	-	-	*	-	1
	20%	-%	-%	-%	-%	-%	-%	33%	18%	100%	-%	-%	100%	-%	33%
Better quality of service	1	-	-	-	1	-	-	-	1	-	-	-	-	-	1
	18%	-%	-%	-%	100%	-%	-%	-%	18%	-%	-%	-%	-%	-%	29%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	-	1	-	3	4	-	-	-	-	3	2
	62%	-%	-%	-%	-%	100%	-%	67%	63%	-%	-%	-%	-%	100%	38%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 45 (continuation)

Page 543

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?

Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	6	2	-	-	-	3	3	-	3	3	3	1	-	-	1	1	-	
Weighted total	7	3	-	-	-	4	3	-	4	3	4	1	-	-	*	1	-	
Price increases	1	1	-	-	-	1	*	-	1	*	1	-	-	-	*	-	-	
	20%	43%	-%	-%	-%	30%	6%	-%	30%	6%	29%	-%	-%	-%	100%	-%	-%	
Better quality of service	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-	
	18%	-%	-%	-%	-%	30%	-%	-%	30%	-%	-%	100%	-%	-%	-%	-%	-%	
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	4	2	-	-	-	2	3	-	2	3	3	-	-	-	-	1	-	
	62%	57%	-%	-%	-%	40%	94%	-%	40%	94%	71%	-%	-%	-%	-%	100%	-%	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?

Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%													
Unweighted total	6	*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Weighted total	7	1	-	1	-	1	6	-	5	1	5	1	-
Price increases	1	1	-	*	-	1	7	-	6	1	6	1	-
	20%	-	-	100%	-	-	1	-	1	-	1	-	-
		-%	-%		-%	-%	20%	-%	25%	-%	25%	-%	-%
Better quality of service	1												
	18%	1	-	-	-	-	1	-	1	-	1	-	-
		100%	-%	-%	-%	-%	18%	-%	23%	-%	23%	-%	-%
Changes in the type of mail sent	-												
	-%	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-												
	-%	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-												
	-%	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-												
	-%	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-												
	-%	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4												
	62%	-	-	-	-	1	4	-	3	1	3	1	-
		-%	-%	-%	-%	100%	62%	-%	52%	100%	52%	100%	-%
Don't know	-												
	-%	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?

Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	6	1	1	4	5	5	6	2	3	2	6	2	-	1	4	4	-
Weighted total	7	1	*	6	6	6	7	2	3	3	7	3	-	*	6	4	-
Price increases	1	-	*	1	1	*	1	*	1	-	1	-	-	*	-	1	-
	20%	-%	100%	22%	25%	3%	20%	10%	46%	-%	20%	-%	-%	100%	-%	36%	-%
Better quality of service	1	1	-	-	1	1	1	-	-	-	1	1	-	-	1	1	-
	18%	100%	-%	-%	23%	22%	18%	-%	-%	-%	18%	47%	-%	-%	22%	32%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	4	3	4	4	1	2	3	4	1	-	-	4	1	-
	62%	-%	-%	78%	52%	75%	62%	90%	54%	100%	62%	53%	-%	-%	78%	32%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 45 (continuation)

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QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?

Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	6	4	4	6	6	-	6	6	6	4	6	-	4	6	-	1	4	-
Weighted total	7	4	4	7	7	-	7	7	7	5	7	-	5	7	-	1	4	-
Price increases	1	1	1	1	1	-	1	1	1	*	1	-	*	1	-	-	1	-
	20%	36%	36%	20%	20%	-%	20%	20%	20%	4%	20%	-%	4%	20%	-%	-%	33%	-%
Better quality of service	1	1	1	1	1	-	1	1	1	-	1	-	-	1	-	-	1	-
	18%	32%	32%	18%	18%	-%	18%	18%	18%	-%	18%	-%	-%	18%	-%	-%	29%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	1	4	4	-	4	4	4	4	4	-	4	4	-	1	2	-
	62%	32%	32%	62%	62%	-%	62%	62%	62%	96%	62%	-%	96%	62%	-%	100%	38%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'?

Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	6	1	1	4	4	2	5	1	5	-	2	4	1	-
Weighted total	7	1	1	4	4	3	6	1	6	-	3	4	1	-
Price increases	1	-	-	1	*	1	*	1	1	-	-	1	-	-
	20%	-%	-%	33%	4%	50%	3%	100%	25%	-%	-%	33%	-%	-%
Better quality of service	1	-	1	-	1	-	1	-	-	-	1	-	-	-
	18%	-%	100%	-%	28%	-%	22%	-%	-%	-%	47%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	1	-	3	3	1	4	-	4	-	1	3	1	-
	62%	100%	-%	67%	69%	50%	75%	-%	75%	-%	53%	67%	100%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV7ci. And why has your organisation 'changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product (such as 2nd class mail to 1st class mail)'

Base: All who have changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product

Significance Level: 95%

Unweighted total

Weighted total

Price increases

Better quality of service

Changes in the type of mail sent

Became more aware of alternatives

Cost implications

First class is not much quicker than second

Depends on what stamp is available / available in shop

Other

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
6	1	-	1	1	3	1
7	1	-	1	1	3	1
1	-	-	1	-	*	-
20%	-%	-%	100%	-%	5%	-%
1	-	-	-	-	-	1
18%	-%	-%	-%	-%	-%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
4	1	-	-	1	3	-
62%	100%	-%	-%	100%	95%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?

Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	6	-	-	-	3	-	-	2	1	-	-	-	6
Weighted total	7	-	-	-	3	-	-	3	1	-	-	-	7
Due to internal cost cutting	1	-	-	-	1	-	-	-	-	-	-	-	1
	20%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	20%
Price increases	1	-	-	-	*	-	-	-	1	-	-	-	1
	20%	-%	-%	-%	6%	-%	-%	-%	100%	-%	-%	-%	20%
Cost implications	1	-	-	-	-	-	-	1	-	-	-	-	1
	18%	-%	-%	-%	-%	-%	-%	43%	-%	-%	-%	-%	18%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	1	-	-	2	-	-	-	-	3
	41%	-%	-%	-%	44%	-%	-%	57%	-%	-%	-%	-%	41%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

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QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?

Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	6	a	b	c	d	e	f	g	5	1	-	-	1	2	4
Weighted total	7	-	-	-	1	1	-	4	7	*	-	-	*	3	4
Due to internal cost cutting	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	20%	-%	-%	-%	-%	100%	-%	-%	21%	-%	-%	-%	-%	53%	-%
Price increases	1	-	-	-	1	-	-	*	1	*	-	-	*	-	1
	20%	-%	-%	-%	100%	-%	-%	4%	18%	100%	-%	-%	100%	-%	33%
Cost implications	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	18%	-%	-%	-%	-%	-%	-%	29%	18%	-%	-%	-%	-%	-%	29%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	-	-	3	3	-	-	-	-	1	2
	41%	-%	-%	-%	-%	-%	-%	67%	42%	-%	-%	-%	-%	47%	38%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 46 (continuation)

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QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?

Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	6	2	-	-	-	3	3	-	3	3	3	1	-	-	1	1	-
Weighted total	7	3	-	-	-	4	3	-	4	3	4	1	-	-	*	1	-
Due to internal cost cutting	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	20%	-%	-%	-%	-%	-%	50%	-%	-%	50%	33%	-%	-%	-%	-%	-%	-%
Price increases	1	-	-	-	-	1	*	-	1	*	-	1	-	-	*	-	-
	20%	-%	-%	-%	-%	30%	6%	-%	30%	6%	-%	100%	-%	-%	100%	-%	-%
Cost implications	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	18%	43%	-%	-%	-%	30%	-%	-%	30%	-%	29%	-%	-%	-%	-%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	2	-	-	-	2	1	-	2	1	2	-	-	-	-	1	-
	41%	57%	-%	-%	-%	40%	44%	-%	40%	44%	38%	-%	-%	-%	-%	100%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 46 (continuation)

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QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?

Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%													
Unweighted total	6	*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Weighted total	7	1	-	1	-	1	6	-	5	1	5	1	-
		1	-	*	-	1	7	-	6	1	6	1	-
Due to internal cost cutting	1	-	-	-	-	1	1	-	-	1	-	1	-
	20%	-%	-%	-%	-%	100%	20%	-%	-%	100%	-%	100%	-%
Price increases	1	1	-	*	-	-	1	-	1	-	1	-	-
	20%	100%	-%	100%	-%	-%	20%	-%	25%	-%	25%	-%	-%
Cost implications	1	-	-	-	-	-	1	-	1	-	1	-	-
	18%	-%	-%	-%	-%	-%	18%	-%	22%	-%	22%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	-	-	-	3	-	3	-	3	-	-
	41%	-%	-%	-%	-%	-%	41%	-%	52%	-%	52%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?

Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	6	1	1	4	5	5	6	2	3	2	6	2	-	1	4	4	-
Weighted total	7	1	*	6	6	6	7	2	3	3	7	3	-	*	6	4	-
Due to internal cost cutting	1	-	-	1	-	1	1	1	-	1	1	1	-	-	1	-	-
	20%	-%	-%	26%	-%	25%	20%	90%	-%	47%	20%	53%	-%	-%	26%	-%	-%
Price increases	1	1	*	-	1	1	1	*	*	-	1	1	-	*	1	1	-
	20%	100%	100%	-%	25%	25%	20%	10%	5%	-%	20%	47%	-%	100%	22%	36%	-%
Cost implications	1	-	-	1	1	-	1	-	1	-	1	-	-	-	-	1	-
	18%	-%	-%	22%	22%	-%	18%	-%	41%	-%	18%	-%	-%	-%	-%	32%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	3	3	3	3	-	2	2	3	-	-	-	3	1	-
	41%	-%	-%	52%	52%	50%	41%	-%	54%	53%	41%	-%	-%	-%	52%	32%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?

Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	6	4	4	6	6	-	6	6	6	4	6	-	4	6	-	1	4	-
Unweighted total	7	4	4	7	7	-	7	7	7	5	7	-	5	7	-	1	4	-
Weighted total																		
Due to internal cost cutting	1	-	-	1	1	-	1	1	1	1	1	-	1	1	-	1	-	-
	20%	-%	-%	20%	20%	-%	20%	20%	20%	32%	20%	-%	32%	20%	-%	100%	-%	-%
Price increases	1	1	1	1	1	-	1	1	1	*	1	-	*	1	-	-	1	-
	20%	36%	36%	20%	20%	-%	20%	20%	20%	4%	20%	-%	4%	20%	-%	-%	33%	-%
Cost implications	1	1	1	1	1	-	1	1	1	-	1	-	-	1	-	-	1	-
	18%	32%	32%	18%	18%	-%	18%	18%	18%	-%	18%	-%	-%	18%	-%	-%	29%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	1	1	3	3	-	3	3	3	3	3	-	3	3	-	-	2	-
	41%	32%	32%	41%	41%	-%	41%	41%	41%	65%	41%	-%	65%	41%	-%	-%	38%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?

Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	6	1	1	4	4	2	5	1	5	-	2	4	1	-
Weighted total	7	1	1	4	4	3	6	1	6	-	3	4	1	-
Due to internal cost cutting	1	1	-	-	1	-	1	-	1	-	1	-	1	-
	20%	100%	-%	-%	32%	-%	25%	-%	25%	-%	53%	-%	100%	-%
Price increases	1	-	1	*	1	-	1	-	*	-	1	*	-	-
	20%	-%	100%	4%	31%	-%	25%	-%	3%	-%	47%	4%	-%	-%
Cost implications	1	-	-	1	-	1	-	1	1	-	-	1	-	-
	18%	-%	-%	29%	-%	50%	-%	100%	22%	-%	-%	29%	-%	-%
Changes in the type of mail sent	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality of service	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
First class is not much quicker than second	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	3	-	-	3	2	1	3	-	3	-	-	3	-	-
	41%	-%	-	67%	37%	50%	50%	-%	51%	-%	-%	67%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV7cii. And why has your organisation 'changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product (such as 1st class mail to 2nd class mail)'?

Base: All who have changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product

Significance Level: 95%

Unweighted total

Weighted total

Due to internal cost cutting

Price increases

Cost implications

Changes in the type of mail sent

Better quality of service

Became more aware of alternatives

First class is not much quicker than second

Depends on what stamp is available / available in shop

Other

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
6	1	-	1	1	3	1
7	1	-	1	1	3	1
1	1	-	-	1	-	-
20%	100%	-%	-%	100%	-%	-%
1	-	-	-	-	*	1
20%	-%	-%	-%	-%	5%	100%
1	-	-	1	-	-	-
18%	-%	-%	100%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	-	-	-	-	3	-
41%	-%	-%	-%	-%	95%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?

Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	37	3	5	3	2	5	1	3	5	3	-	3	4	30
Weighted total	44	2	5	7	1	6	3	7	6	4	-	1	1	41
Better quality of service	16	*	-	7	*	1	-	3	2	3	-	-	1	16
	37%	10%	-%	100%	15%	23%	-%	34%	26%	66%	-%	-%	39%	38%
Price increases	16	-	2	-	1	*	3	5	3	-	-	1	*	14
	36%	-%	41%	-%	85%	3%	100%	67%	48%	-%	-%	100%	31%	34%
First class is not much quicker than second	2	-	1	-	-	-	-	-	-	-	-	-	*	1
	4%	-%	28%	-%	-%	-%	-%	-%	-%	-%	-%	-%	31%	3%
Due to internal cost cutting	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%	-%	-%	3%
Changes in the type of mail sent	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	30%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	2	1	-	-	4	-	2	2	-	-	-	-	12
	26%	100%	32%	-%	-%	75%	-%	33%	26%	-%	-%	-%	-%	28%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?

Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	37	2	3	-	4	12	-	14	29	7	1	-	8	19	18
Weighted total	44	2	3	-	5	16	-	17	42	1	*	-	1	23	20
Better quality of service	16	-	*	-	1	4	-	10	16	1	-	-	1	13	3
	37%	-%	4%	-%	27%	25%	-%	59%	37%	42%	-%	-%	36%	55%	16%
Price increases	16	-	1	-	-	8	-	6	15	1	-	-	1	8	7
	36%	-%	43%	-%	-%	49%	-%	38%	36%	44%	-%	-%	38%	36%	36%
First class is not much quicker than second	2	-	-	-	-	2	-	-	2	-	-	-	-	*	1
	4%	-%	-%	-%	-%	10%	-%	-%	4%	-%	-%	-%	-%	2%	6%
Due to internal cost cutting	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
	3%	-%	-%	-%	-%	8%	-%	-%	3%	-%	-%	-%	-%	-%	6%
Changes in the type of mail sent	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	1%	24%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	2%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	1	2	-	4	2	-	3	11	*	*	-	1	5	7
	26%	76%	53%	-%	76%	10%	-%	18%	26%	29%	100%	-%	38%	20%	34%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?

Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	37	14	4	2	-	20	17	6	14	17	14	10	1	8	3	1	-	
Weighted total	44	24	5	*	-	27	17	10	16	17	22	11	*	8	2	1	-	
Better quality of service	16	13	*	*	-	13	3	6	7	3	6	7	-	3	*	-	-	
	37%	53%	5%	37%	-%	49%	19%	61%	42%	19%	30%	63%	-%	37%	19%	-%	-%	
Price increases	16	4	4	-	-	7	8	3	5	8	6	4	*	4	2	-	-	
	36%	17%	95%	-%	-%	28%	48%	25%	30%	48%	29%	34%	100%	46%	81%	-%	-%	
First class is not much quicker than second	2	*	-	-	-	1	*	1	-	*	1	*	-	-	-	-	-	
	4%	2%	-%	-%	-%	5%	2%	12%	-%	2%	6%	4%	-%	-%	-%	-%	-%	
Due to internal cost cutting	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-	-	
	3%	5%	-%	-%	-%	5%	-%	13%	-%	-%	6%	-%	-%	-%	-%	-%	-%	
Changes in the type of mail sent	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	-	
	1%	-%	-%	-%	-%	2%	-%	-%	2%	-%	2%	-%	-%	-%	-%	-%	-%	
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	12	8	-	*	-	6	6	1	4	6	9	*	-	1	-	1	-	
	26%	35%	-%	63%	-%	22%	33%	14%	27%	33%	40%	3%	-%	16%	-%	100%	-%	
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?

Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	a	*b	*a	*b	*c
Unweighted total	37	13	3	2	-	4	36	1	34	3	26	11	-
Weighted total	44	19	2	1	-	3	42	2	41	3	32	11	-
Better quality of service	16	10	*	-	-	*	16	-	16	*	10	7	-
	37%	53%	11%	-%	-%	4%	39%	-%	40%	7%	29%	59%	-%
Price increases	16	7	2	1	-	-	16	-	16	-	14	1	-
	36%	39%	89%	100%	-%	-%	37%	-%	39%	-%	44%	11%	-%
First class is not much quicker than second	2	-	-	*	-	-	2	-	2	-	1	*	-
	4%	-%	-%	72%	-%	-%	4%	-%	4%	-%	4%	4%	-%
Due to internal cost cutting	1	-	-	-	-	-	1	-	1	-	1	-	-
	3%	-%	-%	-%	-%	-%	3%	-%	3%	-%	4%	-%	-%
Changes in the type of mail sent	*	-	-	-	-	-	*	-	*	-	*	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	4	-	-	-	3	10	2	9	3	8	3	-
	26%	21%	-%	-%	-%	96%	24%	100%	21%	93%	25%	29%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?

Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		^a	^b	^c	a	^b	c	^d	^e	^f	^g	^a	^b	^c	^a	b	^c
Significance Level: 95%	37	15	9	13	35	29	36	19	16	7	28	11	-	11	16	35	4
Unweighted total	44	20	9	15	41	35	42	21	14	9	29	11	-	14	19	41	5
Weighted total																	
Better quality of service	16	9	3	4	16	15	16	9	6	2	8	4	-	7	7	16	3
	37%	45%	32%	30%	40%	42%	39%	44%	41%	26%	26%	35%	-%	48%	37%	40%	65%
Price increases	16	9	2	4	16	14	16	10	9	2	10	3	-	7	7	16	-
	36%	45%	27%	29%	38%	40%	37%	47%	62%	23%	36%	24%	-%	51%	36%	39%	-%
First class is not much quicker than second	2	1	-	*	2	*	2	*	-	*	*	*	-	-	*	2	-
	4%	6%	-%	3%	4%	1%	4%	2%	-%	4%	1%	4%	-%	-%	2%	4%	-%
Due to internal cost cutting	1	1	-	-	1	-	1	-	-	-	1	-	-	-	-	1	-
	3%	6%	-%	-%	3%	-%	3%	-%	-%	-%	4%	-%	-%	-%	-%	3%	-%
Changes in the type of mail sent	*	*	-	-	*	*	*	-	*	-	-	-	-	-	-	*	-
	1%	2%	-%	-%	1%	1%	1%	-%	3%	-%	-%	-%	-%	-%	-%	1%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	2	4	6	9	8	10	4	2	5	10	4	-	3	8	9	2
	26%	9%	42%	41%	21%	24%	24%	21%	13%	50%	35%	41%	-%	18%	41%	21%	35%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 47 (continuation)

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Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?

Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	37	32	23	6	37	-	37	33	37	28	35	-	22	37	6	6	25	5
Weighted total	44	39	23	7	44	-	44	38	44	31	39	-	23	44	7	5	31	6
Better quality of service	16	16	4	1	16	-	16	14	16	7	11	-	7	16	5	2	12	3
	37%	42%	17%	18%	37%	-%	37%	35%	37%	22%	29%	-%	30%	37%	75%	32%	38%	45%
Price increases	16	15	13	1	16	-	16	13	16	11	13	-	7	16	*	*	11	5
	36%	39%	57%	20%	36%	-%	36%	34%	36%	36%	34%	-%	30%	36%	6%	8%	34%	76%
First class is not much quicker than second	2	1	*	-	2	-	2	*	2	*	2	-	*	2	*	*	1	-
	4%	3%	2%	-%	4%	-%	4%	1%	4%	1%	4%	-%	2%	4%	6%	8%	4%	-%
Due to internal cost cutting	1	-	1	-	1	-	1	1	1	1	1	-	1	1	-	-	1	-
	3%	-%	6%	-%	3%	-%	3%	3%	3%	4%	3%	-%	6%	3%	-%	-%	4%	-%
Changes in the type of mail sent	*	*	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	-
	1%	1%	2%	-%	1%	-%	1%	1%	1%	1%	1%	-%	2%	1%	-%	-%	1%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	9	4	4	12	-	12	10	12	11	12	-	7	12	1	3	6	1
	26%	22%	19%	62%	26%	-%	26%	26%	26%	36%	30%	-%	32%	26%	20%	61%	18%	24%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?

Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	37	6	2	29	25	12	32	5	21	1	10	27	4	6
Weighted total	44	6	2	36	31	13	38	6	26	*	14	30	6	5
Better quality of service	16	*	1	15	10	7	13	3	9	-	4	12	2	4
	37%	4%	73%	41%	31%	52%	35%	50%	36%	-%	30%	41%	43%	81%
Price increases	16	1	*	14	11	4	14	2	7	*	5	11	-	1
	36%	21%	27%	39%	37%	34%	37%	29%	28%	100%	33%	37%	-%	16%
First class is not much quicker than second	2	-	-	2	*	1	*	1	1	-	-	2	-	*
	4%	-%	-%	5%	1%	10%	1%	21%	5%	-%	-%	6%	-%	8%
Due to internal cost cutting	1	-	-	1	-	1	1	-	-	-	-	1	-	-
	3%	-%	-%	4%	-%	10%	3%	-%	-%	-%	-%	4%	-%	-%
Changes in the type of mail sent	*	-	-	*	-	*	*	-	*	-	-	*	-	-
	1%	-%	-%	1%	-%	3%	1%	-%	2%	-%	-%	1%	-%	-%
Became more aware of alternatives	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Cost implications	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	12	4	-	7	10	1	12	-	10	-	5	6	3	*
	26%	75%	-%	20%	33%	11%	31%	-%	40%	-%	39%	21%	57%	3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Q7bi. And why has your organisation changed mail from a lower cost Royal Mail product to a higher cost Royal Mail product?

Base: All respondents who have changed from a lower cost Royal Mail Product to a higher cost Royal Mail Product

Significance Level: 95%

Unweighted total

Weighted total

Better quality of service

Price increases

First class is not much quicker than second

Due to internal cost cutting

Changes in the type of mail sent

Became more aware of alternatives

Cost implications

Depends on what stamp is available / available in shop

Other

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
37	7	-	11	11	9	6
44	7	-	13	16	9	6
16	3	-	5	5	*	5
37%	40%	-%	40%	33%	5%	89%
16	1	-	2	8	6	*
36%	12%	-%	13%	51%	63%	8%
2	*	-	1	-	*	-
4%	6%	-%	9%	-%	5%	-%
1	-	-	1	-	-	-
3%	-%	-%	10%	-%	-%	-%
*	-	-	-	*	-	-
1%	-%	-%	-%	3%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
12	3	-	4	5	3	*
26%	48%	-%	29%	30%	33%	3%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?

Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	141	1	13	2	11	9	20	9	16	6	17	19	18	87
Weighted total	137	2	14	1	11	7	37	21	19	8	6	6	6	119
Price increases	97	2	9	1	8	5	35	8	9	5	6	5	4	82
	71%	100%	68%	100%	73%	63%	93%	38%	51%	66%	96%	85%	72%	69%
Due to internal cost cutting	22	-	4	-	2	1	*	7	2	3	*	1	1	19
	16%	-%	32%	-%	14%	20%	1%	36%	8%	34%	2%	17%	20%	16%
First class is not much quicker than second	9	-	1	-	-	1	2	3	-	-	-	*	-	8
	6%	-%	10%	-%	-%	18%	6%	14%	-%	-%	-%	7%	-%	7%
Better quality of service	7	-	-	-	1	-	*	2	2	-	1	-	-	6
	5%	-%	-%	-%	13%	-%	*%	12%	9%	-%	16%	-%	-%	5%
Changes in the type of mail sent	4	-	-	-	-	-	3	-	2	-	-	-	-	4
	3%	-%	-%	-%	-%	-%	7%	-%	8%	-%	-%	-%	-%	3%
Cost implications	3	-	-	-	-	-	-	-	3	-	-	-	-	3
	2%	-%	-%	-%	-%	-%	-%	-%	14%	-%	-%	-%	-%	2%
Became more aware of alternatives	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	-	*	1	-	-	2	-	1	-	-	3
	3%	-%	-%	-%	2%	17%	-%	-%	10%	-%	10%	-%	-%	3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?

Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	141	6	20	4	11	30	7	60	100	24	11	6	41	76	65
Weighted total	137	8	19	6	9	32	11	50	130	4	2	1	7	71	66
Price increases	97	1	13	4	8	25	9	34	91	4	1	1	6	55	42
	71%	17%	71%	73%	83%	79%	88%	68%	70%	95%	76%	89%	89% a	77%	64%
Due to internal cost cutting	22	5	3	2	2	3	1	6	21	1	*	*	1	9	13
	16%	64%	15%	27%	17%	11%	12%	12%	16%	14%	6%	11%	11%	13%	19%
First class is not much quicker than second	9	-	-	-	-	-	1	7	8	-	*	-	*	5	4
	6%	-%	-%	-%	-%	-%	12%	15% e	6%	-%	10%	-%	3%	7%	6%
Better quality of service	7	-	3	-	-	4	-	*	6	-	*	-	*	4	3
	5%	-%	15%	-%	-%	11% g	-%	*%	5%	-%	9%	-%	2%	5%	4%
Changes in the type of mail sent	4	2	-	-	-	-	-	3	4	-	-	-	-	3	2
	3%	20%	-%	-%	-%	-%	-%	5%	3%	-%	-%	-%	-%	4%	2%
Cost implications	3	-	-	-	-	-	-	1	3	-	-	-	-	-	3
	2%	-%	-%	-%	-%	-%	-%	3%	2%	-%	-%	-%	-%	-%	4%
Became more aware of alternatives	*	-	-	-	-	-	-	*	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	1%	*%	-%	-%	-%	-%	-%	1%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	-	-	*	-	3	3	-	*	-	*	2	2
	3%	-%	1%	-%	-%	1%	-%	7%	3%	-%	25%	-%	7%	3%	3%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?

Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	*b	*c	*d	*e	*f	*g
Unweighted total	141	56	6	11	6	88	53	26	62	53	61	23	12	26	8	9	-
Weighted total	137	67	7	8	1	98	39	34	64	39	78	24	11	14	4	5	-
Price increases	97	40	5	6	1	69	28	28	41	28	57	19	5	9	4	3	-
	71%	60%	76%	78%	74%	70%	71%	81%	65%	71%	73%	78%	43%	66%	100%	73%	-%
Due to internal cost cutting	22	16	-	2	-	14	7	4	10	7	11	4	4	3	*	-	-
	16%	23%	-%	23%	-%	15%	19%	12%	16%	19%	14%	15%	37%	22%	3%	-%	-%
First class is not much quicker than second	9	2	-	-	-	7	1	4	3	1	7	1	-	*	-	-	-
	6%	4%	-%	-%	-%	7%	4%	11%	5%	4%	9%	5%	-%	1%	-%	-%	-%
Better quality of service	7	5	*	-	-	3	4	-	3	4	2	-	2	*	-	1	-
	5%	7%	7%	-%	-%	3%	9%	-%	5%	9%	3%	-%	15%	1%	-%	20%	-%
Changes in the type of mail sent	4	-	2	-	-	4	-	3	2	-	3	2	-	-	-	-	-
	3%	-%	24%	-%	-%	4%	-%	7%	2%	-%	3%	7%	-%	-%	-%	-%	-%
Cost implications	3	3	-	-	-	3	-	-	3	-	1	-	-	1	-	-	-
	2%	4%	-%	-%	-%	3%	-%	-%	4%	-%	2%	-%	-%	9%	-%	-%	-%
Became more aware of alternatives	*	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	*%	1%	-%	-%	-%	*%	-%	-%	1%	-%	-%	-%	4%	-%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	-	*	-	2	2	-	2	2	2	-	-	1	-	1	-
	3%	3%	-%	-%	41%	2%	5%	-%	3%	5%	2%	-%	-%	5%	-%	31%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?

Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Significance Level: 95%													
Unweighted total	141	57	9	11	4	5	135	6	125	16	106	35	-
Weighted total	137	56	6	11	4	6	129	8	117	20	99	38	-
Price increases	97	39	4	11	4	2	89	8	79	18	72	25	-
	71%	69%	74%	100%	100%	28%	69%	100%	67%	93%	72%	66%	-%
Due to internal cost cutting	22	10	1	-	-	2	22	-	20	1	12	10	-
	16%	17%	23%	-%	-%	28%	17%	-%	17%	7%	12%	27% a	-%
First class is not much quicker than second	9	3	-	-	-	-	9	-	9	-	7	1	-
	6%	6%	-%	-%	-%	-%	7%	-%	7%	-%	7%	3%	-%
Better quality of service	7	1	*	-	*	2	7	-	7	-	4	3	-
	5%	3%	8%	-%	13%	44%	5%	-%	6%	-%	4%	8%	-%
Changes in the type of mail sent	4	2	-	-	-	-	4	-	4	-	4	-	-
	3%	3%	-%	-%	-%	-%	3%	-%	3%	-%	4%	-%	-%
Cost implications	3	1	-	-	-	-	3	-	3	-	3	-	-
	2%	2%	-%	-%	-%	-%	2%	-%	2%	-%	3%	-%	-%
Became more aware of alternatives	*	*	-	-	-	-	*	-	*	-	*	-	-
	*%	1%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	1	-	-	-	4	-	4	-	4	*	-
	3%	-%	15%	-%	-%	-%	3%	-%	3%	-%	4%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?

Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	141	66	25	48	130	100	134	80	52	42	103	49	4	33	52	135	21
Weighted total	137	65	19	49	129	87	133	78	46	45	97	49	1	32	48	131	16
Price increases	97	44	17	32	95	60	95	57	35	30	72	39	1	19	35	96	8
	71%	68%	89%	65%	73%	69%	71%	72%	78%	66%	75%	80%	100%	60%	74%	73%	51%
Due to internal cost cutting	22	13	*	9	20	17	21	13	5	9	15	5	-	7	5	20	6
	16%	19%	1%	18%	15%	19%	16%	17%	11%	20%	16%	11%	-%	22%	10%	15%	37%
First class is not much quicker than second	9	9	-	-	9	3	9	3	-	-	3	-	-	3	2	9	1
	6%	13% c	-%	-%	7%	4%	6%	4%	-%	-%	3%	-%	-%	11% a	4%	7%	8%
Better quality of service	7	2	2	3	3	5	5	5	2	4	2	5	-	-	2	5	-
	5%	2%	11%	6%	2%	6%	4%	6%	5%	10% ag	2%	10%	-%	-%	5%	4%	-%
Changes in the type of mail sent	4	2	-	3	4	2	4	-	-	-	4	-	-	2	2	4	-
	3%	2%	-%	5%	3%	2%	3%	-%	-%	-%	4%	-%	-%	5%	3%	3%	-%
Cost implications	3	-	-	3	3	1	3	1	1	-	3	-	-	1	1	3	1
	2%	-%	-%	5%	2%	1%	2%	2%	3%	-%	3%	-%	-%	4%	3%	2%	8%
Became more aware of alternatives	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	*%	-%	-%	1%	*%	1%	*%	1%	1%	1%	*%	1%	-%	-%	1%	*%	3%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	-	*	4	4	4	4	1	2	2	3	1	-	-	4	2	1
	3%	-%	1%	7% a	3%	4%	3%	1%	4%	5%	3%	2%	-%	-%	7% b	2%	5%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?

Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	*c	a	b	c	d	e	*f	a	b	*c	*a	b	c
Unweighted total	141	101	128	141	6	-	138	127	139	117	139	-	79	139	26	19	87	34
Weighted total	137	96	127	137	7	-	133	121	134	114	135	-	79	136	25	21	80	35
Price increases	97	66	94	97	1	-	93	88	93	86	95	-	57	96	18	15	58	24
	71%	69%	74%	71%	20%	-%	70%	73%	70%	75%	70%	-%	72%	70%	70%	74%	73%	67%
Due to internal cost cutting	22	18	19	22	1	-	22	20	22	17	22	-	12	22	6	3	7	12
	16%	19%	15%	16%	20%	-%	16%	16%	16%	15%	16%	-%	15%	16%	23%	14%	9%	33% b
First class is not much quicker than second	9	4	9	9	-	-	8	3	8	1	9	-	1	8	-	-	6	3
	6%	4%	7%	6%	-%	-%	6% d	2%	6% d	1%	6% d	-%	2%	6%	-%	-%	8%	7%
Better quality of service	7	5	3	7	-	-	7	7	7	7	7	-	4	6	-	3	3	*
	5%	5%	2%	5%	-%	-%	5%	5%	5%	6%	5%	-%	5%	5%	-%	16%	4%	*%
Changes in the type of mail sent	4	2	4	4	-	-	4	4	4	4	4	-	2	4	-	-	4	-
	3%	2%	3%	3%	-%	-%	3%	3%	3%	4%	3%	-%	2%	3%	-%	-%	5%	-%
Cost implications	3	3	3	3	1	-	3	3	3	1	3	-	1	3	1	-	3	-
	2%	3%	2%	2%	18%	-%	2%	2%	2%	1%	2%	-%	2%	2%	5%	-%	3%	-%
Became more aware of alternatives	*	-	*	*	-	-	*	*	*	*	*	-	*	*	*	-	*	-
	*%	-%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	1%	*%	2%	-%	1%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	2	2	4	3	-	4	4	4	4	4	-	4	4	*	*	2	-
	3%	2%	2%	3%	41%	-%	3%	3%	3%	3%	3%	-%	5%	3%	1%	1%	3%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?

Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%														
Unweighted total	141	21	13	107	103	38	132	9	101	15	39	102	9	24
Weighted total	137	21	13	103	92	45	128	9	90	15	42	95	11	26
Price increases	97	16	9	71	63	34	90	7	57	10	27	70	5	19
	71%	80%	69%	69%	68%	77%	70%	80%	64%	70%	64%	74%	47%	72%
Due to internal cost cutting	22	1	4	16	20	1	21	*	17	1	9	13	3	7
	16%	7%	31%	16%	22% b	3%	17%	5%	19%	9%	21%	14%	29%	28%
First class is not much quicker than second	9	-	-	9	6	2	9	-	5	3	3	6	-	1
	6%	-%	-%	8%	7%	5%	7%	-%	6%	22%	7%	6%	-%	5%
Better quality of service	7	2	*	4	3	4	7	-	6	*	1	6	3	-
	5%	12%	3%	4%	3%	9%	5%	-%	7%	1%	1%	6%	28%	-%
Changes in the type of mail sent	4	-	-	4	4	-	4	-	2	-	2	3	-	-
	3%	-%	-%	4%	4%	-%	3%	-%	2%	-%	4%	3%	-%	-%
Cost implications	3	-	-	3	1	1	1	1	3	-	1	1	-	-
	2%	-%	-%	2%	1%	3%	1%	14%	3%	-%	3%	1%	-%	-%
Became more aware of alternatives	*	-	-	*	*	-	*	-	*	-	*	-	-	-
	*%	-%	-%	*%	1%	-%	*%	-%	1%	-%	1%	-%	-%	-%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	4	*	1	3	2	2	4	-	3	*	1	3	*	-
	3%	1%	5%	3%	2%	5%	3%	-%	4%	3%	2%	3%	2%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Q7bii. And why has your organisation changed mail from a higher cost Royal Mail product to a lower cost Royal Mail product?

Base: All respondents who have changed from a higher cost Royal Mail Product to a lower cost Royal Mail Product

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	a	b	c	*d
Unweighted total	141	28	1	45	37	32	27
Weighted total	137	29	*	44	39	34	20
Price increases	97	18	*	30	25	25	17
	71%	62%	100%	68%	65%	72%	84%
Due to internal cost cutting	22	9	-	10	10	2	*
	16%	30%	-%	22%	27%	5%	1%
				c	c		
First class is not much quicker than second	9	1	-	3	*	3	2
	6%	4%	-%	6%	*%	10%	12%
Better quality of service	7	2	*	3	1	2	*
	5%	8%	100%	7%	4%	5%	2%
Changes in the type of mail sent	4	-	-	-	4	-	-
	3%	-%	-%	-%	11%	-%	-%
					a		
Cost implications	3	-	-	3	-	-	-
	2%	-%	-%	6%	-%	-%	-%
Became more aware of alternatives	*	-	-	-	-	-	*
	*%	-%	-%	-%	-%	-%	2%
Depends on what stamp is available / available in shop	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other	4	-	-	*	-	3	1
	3%	-%	-%	*%	-%	9%	4%
Don't know	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	d	e	f	g	h	i	j	k	l	m
Unweighted total	515	22	40	21	36	36	48	31	47	37	55	67	75	318
Weighted total	460	21	44	36	28	24	78	67	56	38	19	24	24	393
PPI 2nd Class	7	1	*	-	*	1	3	-	-	-	*	*	*	6
	1%	6%	*%	-%	1%	5%	4%	-%	-%	-%	1%	2%	1%	2%
PPI 1st Class	6	1	-	-	-	1	3	*	-	-	-	*	*	6
	1%	6%	-%	-%	-%	5%	4%	*%	-%	-%	-%	2%	1%	1%
Royal Mail 48™(Previously known as Packetsort)	3	1	-	-	*	1	-	-	-	-	*	-	-	3
	1%	6%	-%	-%	1%	6%	-%	-%	-%	-%	2%	-%	-%	1%
Walksort 2nd Class	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	1%
Royal Mail 24™ (Previously known as Packetpost)	2	1	-	-	*	-	-	-	-	-	*	-	-	1
	*%	6%	-%	-%	1%	-%	-%	-%	-%	-%	2%	-%	-%	*%
MarketReach (previously known as) Mail Media	1	-	-	-	-	-	-	*	1	-	-	-	-	1
	*%	-%	-%	-%	-%	-%	-%	*%	2%	-%	-%	-%	-%	*%
Royal Mail International Bulk Mail	1	1	-	-	-	-	-	-	-	-	-	-	-	1
	*%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Publishing Mail Premium	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%
Business Mail (previously Cleanmail)	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	*%
Business Mail Advance (previously Cleanmail Advance)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Business Mail 1st Class (previously Cleanmail Plus)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 49 (continuation)

Page 574

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

Significance Level: 95% Unweighted total Weighted total Other (DO NOT READ OUT, PLEASE SPECIFY) None of these (DO NOT READ OUT) Don't Know (DO NOT READ OUT) NET: Business Mail (previously known as Cleanmail) NET: Publishing Mail (previously known as Presstream) NET: Walksort NET: PPI Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	b	*c	d	e	f	g	h	i	j	k	l	m
	515	22	40	21	36	36	48	31	47	37	55	67	75	318
	460	21	44	36	28	24	78	67	56	38	19	24	24	393
	8	-	*	3	2	-	-	-	2	-	*	*	*	7
	2%	-%	*%	8%	6%	-%	-%	-%	3%	-%	1%	2%	2%	2%
	422	18	44	33	25	19	73	62	49	38	17	21	22	362
	92%	88%	99%	92%	92%	78%	93%	93%	89%	99%	89%	87%	91%	92%
			ek				e			ek				e
	16	1	*	-	*	1	2	2	3	*	1	2	1	11
	3%	6%	*%	-%	1%	5%	3%	4%	6%	1%	7%	7%	6%	3%
	*	-	-	-	-	*	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	*%	*%
	*	-	-	-	-	-	-	-	-	-	-	*	-	-
*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	
											m			
2	-	-	-	-	-	-	2	-	-	-	-	-	2	
1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	1%	
8	1	*	-	*	3	3	*	-	-	*	*	*	7	
2%	6%	*%	-%	1%	10%	4%	*%	-%	-%	1%	2%	1%	2%	
					hijlm									

Ofcom; Business Postal Tracker

Table 49 (continuation)

Page 575

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	*d	e	*f	g	a	b	c	*d	e	a	b
Unweighted total	515	30	64	11	28	115	24	230	343	110	42	20	172	269	246
Weighted total	460	30	48	9	24	107	19	213	431	18	7	4	28	246	214
PPI 2nd Class	7	-	3	-	*	1	-	3	6	*	*	*	1	2	4
	1%	-%	6%	-%	1%	1%	-%	2%	1%	2%	2%	3%	2%	1%	2%
			e												
PPI 1st Class	6	-	3	-	-	1	-	3	6	*	*	-	*	3	3
	1%	-%	6%	-%	-%	1%	-%	1%	1%	1%	2%	-%	1%	1%	2%
			e												
Royal Mail 48™(Previously known as Packetsort)	3	-	2	-	*	-	-	1	3	*	-	-	*	3	-
	1%	-%	4%	-%	1%	-%	-%	1%	1%	1%	-%	-%	1%	1%	-%
			e												
Walksort 2nd Class	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%	1%
Royal Mail 24™ (Previously known as Packetpost)	2	-	2	-	*	-	-	-	2	*	-	-	*	2	-
	*%	-%	4%	-%	1%	-%	-%	-%	*%	1%	-%	-%	1%	1%	-%
			eg												
MarketReach (previously known as) Mail Media	1	-	-	-	-	*	-	1	1	*	-	-	*	1	*
	*%	-%	-%	-%	-%	*%	-%	1%	*%	1%	-%	-%	1%	1%	*%
Royal Mail International Bulk Mail	1	-	1	-	-	-	-	-	1	-	-	-	-	1	-
	*%	-%	3%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%
			g												
Publishing Mail Premium	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
Business Mail (previously Cleanmail)	*	*	-	-	-	-	-	-	-	-	-	*	*	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	1%	-%	*%
Business Mail Advance (previously Cleanmail Advance)	*	*	-	-	-	-	-	-	-	*	-	-	*	*	-
	*%	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%	*%	-%
Business Mail 1st Class (previously Cleanmail Plus)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 49 (continuation)

Page 576

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	*d	e	*f	g	a	b	c	*d	e	a	b
Unweighted total	515	30	64	11	28	115	24	230	343	110	42	20	172	269	246
Weighted total	460	30	48	9	24	107	19	213	431	18	7	4	28	246	214
Walksort 1st Class	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (DO NOT READ OUT, PLEASE SPECIFY)	8	2	2	-	-	1	*	3	7	-	1	-	1	5	2
	2%	6%	4%	-%	-%	1%	1%	2%	2%	-%	12%	-%	3%	2%	1%
		e									abe				
None of these (DO NOT READ OUT)	422	26	41	9	23	96	18	200	397	16	6	3	25	229	193
	92%	87%	86%	100%	95%	89%	94%	94% b	92%	92%	83%	87%	89%	93%	90%
Don't Know (DO NOT READ OUT)	16	1	*	-	1	10	1	2	15	1	*	*	1	4	11
	3%	5%	1%	-%	4%	9%	5%	1%	3%	3%	3%	5%	3%	2%	5% a
					bg										
NET: Business Mail (previously known as Cleanmail)	*	*	-	-	-	-	-	-	-	*	-	*	*	*	*
	*%	1%	-%	-%	-%	-%	-%	-%	-%	1%	-%	5%	1%	*%	*%
NET: Publishing Mail (previously known as Presstream)	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	*%	1%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
NET: Walksort	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	-%	-%	-%	1%
NET: PPI	8	-	4	-	*	1	-	3	7	1	*	*	1	4	5
	2%	-%	8%	-%	1%	1%	-%	2%	2%	3%	2%	3%	3%	1%	2%
			eg												

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 49 (continuation)

Page 577

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
515 460	a 170 183	b 30 23	c 39 24	d 20 8	a 318 323	b 197 137	a 78 80	b 240 243	c 197 137	a 163 197	b 100 93	c 87 67	d 74 48	e 46 36	f 41 15	g 3 3	
	7 1%	1 1%	- -%	3 12% ab	* 2%	* 5%	- -%	* 5%	6 5%	- -%	1 1%	1 2%	1 1%	* 1%	- -%	3 88%	
6 1%	1 1%	- -%	3 12% ab	* 2%	1 5%	5 4% a	- -%	1 1%	5 4% b	- -%	1 1%	1 2%	* 1%	* 1%	- -%	3 88%	
	3 1%	1 1%	* 2%	- -%	- -%	* 2% a	- -%	* 5%	3 2% b	- -%	1 1%	* 5%	- -%	- -%	2 12% abcde	- -%	
2 1%	2 1%	- -%	- -%	- -%	2 1%	- -%	- -%	2 1%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	- -%	
	2 *%	- -%	* 2%	- -%	- -%	* 1%	- -%	* 5%	2 1%	- -%	1 1%	* 5%	- -%	- -%	* 3% a	- -%	
1 *%	- -%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	- -%	- -%	1 3% a	* 5%	- -%	- -%	
	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%	- -%	1 1%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	
* *%	* *%	- -%	- -%	- -%	* 5%	- -%	* 1%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	
	* *%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
* *%	- -%	- -%	- -%	* 2%	- -%	* 5%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	* 1%	- -%	
	* *%	- -%	- -%	- -%	- -%	* 5%	- -%	- -%	* 5%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
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- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 49 (continuation)

Page 578

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	*d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	515	170	30	39	20	318	197	78	240	197	163	100	87	74	46	41	3
Weighted total	460	183	23	24	8	323	137	80	243	137	197	93	67	48	36	15	3
Sustainable Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (DO NOT READ OUT, PLEASE SPECIFY)	8	3	*	*	*	5	3	-	5	3	3	*	3	*	*	1	-
	2%	2%	2%	1%	2%	1%	2%	-%	2%	2%	1%	1%	5%	1%	1%	4%	-%
None of these (DO NOT READ OUT)	422	165	21	21	8	305	117	78	228	117	185	87	61	42	34	12	*
	92%	90%	89%	86%	94%	95% b	85%	97% c	94% c	85%	94% f	94% f	91% f	88% c	94% f	76% c	12% c
Don't Know (DO NOT READ OUT)	16	7	2	*	-	8	7	2	6	7	6	4	-	4	1	1	-
	3%	4%	7%	*%	-%	3%	5%	3%	3%	5%	3%	4%	-%	8% c	3%	7% c	-%
NET: Business Mail (previously known as Cleanmail)	*	-	-	-	*	-	*	-	-	*	-	-	*	-	-	*	-
	*%	-%	-%	-%	2%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	1%	-%
NET: Publishing Mail (previously known as Presstream)	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	-%
NET: Walksort	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	1%	1%	-%	-%	-%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%
NET: PPI	8	3	-	3	*	2	7	-	2	7	-	1	3	1	*	-	3
	2%	1%	-%	12% ab	2%	*%	5% a	-%	1%	5% ab	-%	1%	4% a	1%	1%	-%	88%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 49 (continuation)

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QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	515	227	31	23	14	14	479	36	459	56	391	116	8
Weighted total	460	197	22	22	9	6	432	27	422	38	353	100	6
PPI 2nd Class	7	1	*	-	1	*	5	1	5	1	4	3	-
	1%	1%	2%	-%	16%	2%	1%	5%	1%	3%	1%	3%	-%
PPI 1st Class	6	*	*	*	3	-	5	1	5	1	3	3	-
	1%	*%	2%	1%	28%	-%	1%	5%	1%	4%	1%	3%	-%
Royal Mail 48™(Previously known as Packetsort)	3	1	*	*	1	-	2	1	2	1	*	3	-
	1%	1%	2%	1%	14%	-%	*%	5% a	*%	3% a	*%	3% a	-%
Walksort 2nd Class	2	2	-	-	-	-	2	-	2	-	2	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Royal Mail 24™(Previously known as Packetpost)	2	-	*	*	1	-	1	1	1	1	*	2	-
	*%	-%	2% a	1%	14%	-%	*%	5% a	*%	3% a	*%	2% a	-%
MarketReach (previously known as) Mail Media	1	-	-	*	-	-	1	-	1	*	1	*	-
	*%	-%	-%	1%	-%	-%	*%	-%	*%	*%	*%	*%	-%
Royal Mail International Bulk Mail	1	-	-	-	1	-	-	1	-	1	-	1	-
	*%	-%	-%	-%	14%	-%	-%	5% a	-%	3% a	-%	1% a	-%
Publishing Mail Premium	*	-	*	-	-	-	*	-	*	-	*	-	-
	*%	-%	2% a	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Business Mail (previously Cleanmail)	*	*	-	-	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
Business Mail Advance (previously Cleanmail Advance)	*	-	*	-	-	-	*	-	*	-	*	-	-
	*%	-%	1%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Business Mail 1st Class (previously Cleanmail Plus)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 49 (continuation)

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QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	515	227	31	23	14	14	479	36	459	56	391	116	8
Weighted total	460	197	22	22	9	6	432	27	422	38	353	100	6
Sustainable Mail	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (DO NOT READ OUT, PLEASE SPECIFY)	8	5	*	2	-	*	8	-	8	*	6	1	-
	2%	2%	1%	10%	-%	3%	2%	-%	2%	*%	2%	1%	-%
None of these (DO NOT READ OUT)	422	178	20	18	7	6	402	20	392	30	332	90	-
	92%	90%	91%	82%	70%	92%	93% b	72%	93% b	78%	94%	90%	-%
Don't Know (DO NOT READ OUT)	16	9	*	2	-	*	9	7	9	7	6	3	6
	3%	4%	2%	7%	-%	4%	2%	24% a	2%	17% a	2%	3%	100%
NET: Business Mail (previously known as Cleanmail)	*	*	*	-	-	-	*	-	*	-	*	*	-
	*%	*%	1%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%
NET: Publishing Mail (previously known as Presstream)	*	-	*	-	-	-	*	-	*	-	*	-	-
	*%	-%	2% a	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
NET: Walksort	2	2	-	-	-	-	2	-	2	-	2	-	-
	1%	1%	-	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
NET: PPI	8	1	*	*	3	*	7	1	7	1	4	4	-
	2%	1%	2%	1%	30%	2%	2%	5%	2%	4%	1%	4% a	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker

Table 49 (continuation)

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QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	515	221	132	161	508	396	510	266	515	110	433	168	10	131	161	505	67
Weighted total	460	196	120	141	452	329	453	220	460	86	392	146	6	105	143	449	32
PPI 2nd Class	7	*	1	6	7	2	7	2	7	2	7	2	-	1	*	7	3
	1%	*%	1%	4%	1%	1%	1%	1%	1%	2%	2%	1%	-%	1%	*%	1%	8%
				a													ab
PPI 1st Class	6	*	1	6	6	2	6	3	6	3	6	3	-	*	2	6	3
	1%	*%	1%	4%	1%	*%	1%	1%	1%	4%	2%	2%	-%	*%	1%	1%	8%
				a						b							ab
Royal Mail 48™(Previously known as Packetsort)	3	-	2	1	3	2	3	3	3	3	2	3	-	-	1	3	3
	1%	-%	2%	1%	1%	1%	1%	2%	1%	4%	*%	2%	-%	-%	*%	1%	8%
										abce							ab
Walksort 2nd Class	2	-	2	-	2	2	2	2	2	-	2	-	-	2	2	2	-
	1%	-%	2%	-%	1%	1%	1%	1%	1%	-%	1%	-%	-%	2%	2%	1%	-%
			a											a			
Royal Mail 24™ (Previously known as Packetpost)	2	-	*	1	2	1	2	2	2	2	2	2	-	-	1	2	1
	*%	-%	*%	1%	*%	*%	*%	1%	*%	2%	*%	1%	-%	-%	*%	*%	4%
										abce							ab
MarketReach (previously known as) Mail Media	1	1	*	-	1	*	1	*	1	*	*	*	-	-	*	1	-
	*%	1%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%
Royal Mail International Bulk Mail	1	-	-	1	1	-	1	1	1	1	1	1	-	-	-	1	1
	*%	-%	-%	1%	*%	-%	*%	1%	*%	1%	*%	1%	-%	-%	-%	*%	4%
										b							ab
Publishing Mail Premium	*	-	*	-	*	*	*	-	*	-	*	-	-	*	*	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	*%	*%	-%	1%
																	b
Business Mail (previously Cleanmail)	*	-	-	*	*	*	*	*	*	*	*	*	-	-	-	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
Business Mail Advance (previously Cleanmail Advance)	*	-	*	-	*	*	*	*	*	*	*	*	-	-	-	*	-
	*%	-%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
Business Mail 1st Class (previously Cleanmail Plus)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	515	221	132	161	508	396	510	266	515	110	433	168	10	131	161	505	67
Unweighted total	460	196	120	141	452	329	453	220	460	86	392	146	6	105	143	449	32
Weighted total																	
Big Book and Royal Mail Heavyweight	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Walksort 1st Class	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Sustainable Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (DO NOT READ OUT, PLEASE SPECIFY)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	8	1	*	7	8	2	8	4	8	3	8	4	-	3	4	8	*
	2%	*%	*%	5% ab	2%	1%	2%	2%	2%	3%	2%	3%	-%	3%	3%	2%	1%
None of these (DO NOT READ OUT)	422	191	106	122	417	311	418	200	422	74	359	127	6	96	128	414	25
	92%	97% bc	88%	87%	92% f	95% f	92% f	91%	92%	86%	92%	87%	100%	91%	90% c	92% c	78%
Don't Know (DO NOT READ OUT)	16	3	8	5	13	7	13	7	16	3	13	9	-	2	5	13	1
	3%	2%	6% a	3%	3%	2%	3%	3%	3%	4%	3%	6%	-%	2%	4%	3%	3%
NET: Business Mail (previously known as Cleanmail)	*	-	*	*	*	*	*	*	*	*	*	*	-	-	-	*	-
	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
NET: Publishing Mail (previously known as Presstream)	*	-	*	-	*	*	*	-	*	-	*	-	-	*	*	-	*
	*%	-%	*%	-%	*%	*%	*%	-%	*%	-%	*%	-%	-%	*%	*%	-%	1% b
NET: Walksort	2	-	2	-	2	2	2	2	2	-	2	-	-	2	2	2	-
	1%	-%	2% a	-%	1%	1%	1%	1%	1%	-%	1%	-%	-%	2% a	2%	1%	-%
NET: PPI	8	*	1	7	8	3	8	4	8	3	8	3	-	1	2	8	4
	2%	*%	1%	5% a	2%	1%	2%	2%	2%	4%	2%	2%	-%	1%	1%	2%	12% ab

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 49 (continuation)

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QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	515	420	386	52	16	439	513	475	514	436	507	-	294	511	69	87	347	80
Weighted total	460	374	332	46	14	393	456	419	457	383	452	-	269	454	54	67	323	70
PPI 2nd Class	7	5	7	*	*	6	7	7	7	7	7	-	4	7	1	*	6	-
	1%	1%	2%	1%	3%	2%	1%	2%	1%	2%	1%	-%	2%	1%	3%	2%	2%	-%
PPI 1st Class	6	6	6	*	*	6	6	6	6	6	6	-	5	6	1	2	5	-
	1%	2%	2%	1%	3%	1%	1%	2%	1%	2%	1%	-%	2%	1%	3%	2%	1%	-%
Royal Mail 48™(Previously known as Packetsort)	3	3	3	*	-	3	3	3	3	3	3	-	2	3	1	*	1	1
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	3%	1%	1%	2%
Walksort 2nd Class	2	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	-	2
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	-%	3%
																		b
Royal Mail 24™ (Previously known as Packetpost)	2	1	2	*	-	1	2	2	2	2	2	-	*	2	-	*	1	-
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	1%	1%	-%
MarketReach (previously known as) Mail Media	1	*	1	-	-	1	1	1	1	1	1	-	1	1	-	*	1	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	1%	1%	-%
Royal Mail International Bulk Mail	1	1	1	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	-%	1%	-%
Publishing Mail Premium	*	-	-	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	1%	-%
Business Mail (previously Cleanmail)	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	-%	1%	-%
Business Mail Advance (previously Cleanmail Advance)	*	-	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	-%	1%	-%
Business Mail 1st Class (previously Cleanmail Plus)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	515	420	386	52	16	439	513	475	514	436	507	-	294	511	69	87	347	80
Weighted total	460	374	332	46	14	393	456	419	457	383	452	-	269	454	54	67	323	70
Sustainable Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (DO NOT READ OUT, PLEASE SPECIFY)	8	2	6	*	-	8	5	5	5	5	8	-	3	5	1	4	4	*
	2%	1%	2%	*%	-%	2%	1%	1%	1%	1%	2%	-%	1%	1%	2%	6%	1%	*%
																bc		
None of these (DO NOT READ OUT)	422	356	308	44	14	363	421	384	422	349	414	-	242	419	44	58	300	64
	92%	95%	93%	97%	95%	92%	92%	92%	92%	91%	92%	-%	90%	92%	81%	86%	93%	92%
													c	c		a		
Don't Know (DO NOT READ OUT)	16	5	3	*	*	9	16	15	16	15	16	-	11	16	5	3	11	1
	3%	1%	1%	1%	1%	2%	3%	4%	3%	4%	3%	-%	4%	3%	10%	5%	3%	2%
															b			
NET: Business Mail (previously known as Cleanmail)	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	-%
NET: Publishing Mail (previously known as Presstream)	*	-	-	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	*%	-%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
NET: Walksort	2	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	-	2
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	-%	3%
																		b
NET: PPI	8	7	8	*	*	7	8	8	8	8	8	-	6	8	3	2	6	-
	2%	2%	2%	1%	3%	2%	2%	2%	2%	2%	2%	-%	2%	2%	5%	3%	2%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	515	53	36	421	367	148	486	29	401	28	99	408	17	91
Weighted total	460	48	29	378	326	134	425	35	356	21	91	363	8	82
PPI 2nd Class	7	3	3	1	2	5	6	*	5	*	1	5	-	3
	1%	6%	10%	*%	1%	3%	1%	1%	1%	2%	1%	1%	-%	3%
		c	c			a								
PPI 1st Class	6	3	2	2	3	3	6	*	6	*	3	4	-	3
	1%	6%	6%	*%	1%	2%	1%	1%	2%	2%	3%	1%	-%	3%
		c	c											
Royal Mail 48™(Previously known as Packetsort)	3	-	1	2	3	-	3	-	3	-	3	*	2	1
	1%	-%	4%	1%	1%	-%	1%	-%	1%	-%	3%	*%	24%	2%
			c								b			
Walksort 2nd Class	2	-	2	-	2	-	2	-	-	-	2	-	-	-
	1%	-%	8%	-%	1%	-%	1%	-%	-%	-%	3%	-%	-%	-%
			ac								b			
Royal Mail 24™ (Previously known as Packetpost)	2	-	1	1	2	-	2	-	2	-	2	*	*	1
	*%	-%	4%	*%	1%	-%	*%	-%	1%	-%	2%	*%	6%	2%
			c								b			
MarketReach (previously known as) Mail Media	1	-	-	1	*	1	1	-	-	-	1	*	-	*
	*%	-%	-%	*%	*%	1%	*%	-%	-%	-%	1%	*%	-%	*%
											b			
Royal Mail International Bulk Mail	1	-	1	-	1	-	1	-	1	-	1	-	-	1
	*%	-%	4%	-%	*%	-%	*%	-%	*%	-%	1%	-%	-%	2%
			c								b			
Publishing Mail Premium	*	-	-	*	-	*	*	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	-%	-%	-%
Business Mail (previously Cleanmail)	*	-	-	*	-	*	*	-	-	*	*	-	-	-
	*%	-%	-%	*%	-%	*%	*%	-%	-%	1%	*%	-%	-%	-%
Business Mail Advance (previously Cleanmail Advance)	*	-	-	*	*	-	*	-	-	-	-	*	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	-%	*%	-%	-%
Business Mail 1st Class (previously Cleanmail Plus)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 49 (continuation)

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QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	515	53	36	421	367	148	486	29	401	28	99	408	17	91
Weighted total	460	48	29	378	326	134	425	35	356	21	91	363	8	82
Big Book and Royal Mail Heavyweight	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (DO NOT READ OUT, PLEASE SPECIFY)	8	1	-	7	1	7	8	-	5	*	1	7	1	1
	2%	2%	-%	2%	*%	5% a	2%	-%	1%	1%	1%	2%	8%	1%
None of these (DO NOT READ OUT)	422	41	23	353	307	115	389	33	337	19	79	343	5	69
	92%	85%	80%	94% ab	94% b	86%	91%	95%	95%	90%	87%	94% a	65%	83%
Don't Know (DO NOT READ OUT)	16	4	1	11	10	6	14	1	6	1	2	8	*	9
	3%	7%	2%	3%	3%	5%	3%	4%	2%	6%	2%	2%	3%	11%
NET: Business Mail (previously known as Cleanmail)	*	-	-	*	*	*	*	-	-	*	*	*	-	-
	*%	-%	-%	*%	*%	*%	*%	-%	-%	1%	*%	*%	-%	-%
NET: Publishing Mail (previously known as Presstream)	*	-	-	*	-	*	*	-	-	-	*	-	-	-
	*%	-%	-%	*%	-%	*%	*%	-%	-%	-%	*%	-%	-%	-%
NET: Walksort	2	-	2	-	2	-	2	-	-	-	2	-	-	-
	1%	-%	8% ac	-%	1%	-%	1%	-%	-%	-%	3% b	-%	-%	-%
NET: PPI	8	3	3	2	4	5	8	*	6	*	3	6	-	4
	2%	6% c	10% c	1%	1%	3%	2%	1%	2%	2%	3%	2%	-%	5%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 49 (continuation)

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QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total	515	95	1	94	106	177	138
Weighted total	460	81	*	85	92	157	126
PPI 2nd Class	7	3	-	2	*	4	*
	1%	3%	-%	2%	-%	3%	-%
PPI 1st Class	6	3	-	3	-	3	-
	1%	4%	-%	4%	-%	2%	-%
				d			
Royal Mail 48™(Previously known as Packetsort)	3	3	*	2	1	*	-
	1%	3%	100%	2%	2%	-%	-%
Walksort 2nd Class	2	-	-	-	-	-	2
	1%	-%	-%	-%	-%	-%	2%
Royal Mail 24™ (Previously known as Packetpost)	2	1	*	2	-	*	-
	-%	2%	100%	2%	-%	-%	-%
MarketReach (previously known as) Mail Media	1	*	-	1	-	*	-
	-%	-%	-%	1%	-%	-%	-%
Royal Mail International Bulk Mail	1	1	-	1	-	-	-
	-%	2%	-%	1%	-%	-%	-%
Publishing Mail Premium	*	-	-	-	-	*	-
	-%	-%	-%	-%	-%	-%	-%
Business Mail (previously Cleanmail)	*	-	-	-	-	-	*
	-%	-%	-%	-%	-%	-%	-%
Business Mail Advance (previously Cleanmail Advance)	*	-	-	*	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Business Mail 1st Class (previously Cleanmail Plus)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Publishing Mail	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Publishing Mail Profile	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Big Book and Royal Mail Heavyweight	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Walksort 1st Class	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Sustainable Mail	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

QV8. Do you use any of the following Royal Mail products to send your bulk mailings?

Base: All respondents who send bulk mail

Significance Level: 95%

Unweighted total

Weighted total

Other (DO NOT READ OUT,
PLEASE SPECIFY)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

NET: Business Mail
(previously known as
Cleanmail)

NET: Publishing Mail
(previously known as
Presstream)

NET: Walksort

NET: PPI

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
515	95	1	94	106	177	138
460	81	*	85	92	157	126
8	1	-	-	*	3	4
2%	2%	-%	-%	-%	2%	3%
422	65	-	74	88	146	114
92%	81%	-%	88%	96% a	93%	90%
16	9	-	6	2	3	6
3%	11%	-%	7% c	2%	2%	4%
*	-	-	*	-	-	*
-%	-%	-%	-%	-%	-%	-%
*	-	-	-	-	*	-
-%	-%	-%	-%	-%	-%	-%
2	-	-	-	-	-	2
1%	-%	-%	-%	-%	-%	2%
8	4	-	3	*	5	*
2%	5%	-%	4% d	-%	3%	-%

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Letters	1562 98%	87 100%	155 99%	152 95%	88 100% c	124 99%	274 98%	223 98%	136 99%	105 100% c	80 98%	68 96%	69 98%	1345 98% c
Other everyday correspondence, such as invoices, one off bills etc.	1431 90%	86 99% bcd fghj klm	138 88%	145 90%	78 89%	116 93% f	235 84%	207 91%	127 92%	98 93% f	72 89%	65 91% f	65 92% f	1229 90% f
Advertising and promotional material, such as catalogues, brochures and direct mail	1407 88%	82 94% bch	130 83%	127 79%	79 90% c	112 89%	256 92% bch	212 93% bch	114 83%	93 89%	74 90% ch	62 87%	67 94% bchkm	1205 88% c
Large letters	1339 84%	72 82%	137 88%	134 83%	74 85%	105 84%	240 86%	192 84%	110 80%	85 80%	71 87%	57 81%	62 88%	1149 84%
Parcels and packets	1216 76%	65 74%	111 71%	110 68%	69 78%	92 73%	231 83% bc	182 80%	104 75%	79 75%	64 78%	55 78%	57 81% bc	1041 76%
Publications, such as magazines, periodicals, customer newsletters	1151 72%	68 78% f	115 74%	103 64%	66 76%	94 75%	180 64%	184 81% cfijk	96 70%	82 77% cf	56 69%	49 69%	57 82% cfhijk	988 72%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	951 60%	55 63% d	98 62% d	90 56%	41 47%	75 60%	169 61% d	128 56%	87 63% d	68 65% d	53 66% d	45 64% d	41 58%	812 59% d
Order fulfilment (sending ordered goods to customers)	685 43%	35 40%	63 40%	62 39%	29 33%	51 41%	114 41%	117 51% d	58 42%	50 47% d	39 47% d	35 49% d	33 47% d	579 42%
Goods / business supplies / large packets ordered via lorry	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Legal / accounts documents / tax forms	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Refused	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
None of these	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

Significance Level: 95% Unweighted total Weighted total Other Don't know NET: (Large) Letters, Parcels and packets NET: Other mail NET: None / DK / Ref Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		a	b	c	d	e	f	g	h	i	j	k	l	m
	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1% m	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1583	87	156	157	88	124	279	228	138	105	81	69	70	1364
	100%	100%	100%	98%	100%	99%	100%	100%	100%	100%	99%	98%	99%	100% k
	1561	88	152	155	85	122	279	223	134	104	79	69	70	1342
	98%	100%	97%	97%	97%	98%	100% bc	98%	97%	99%	97%	98%	100% bcdhjk	98%

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Table 50 (continuation)

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QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Letters	1562	121	135	22	140	369	78	657	1499	41	14	8	63	804	758
	98%	99%	96%	100%	99%	99%	94%	99%	98%	100%	99%	100%	99%	98%	99%
		f			f	bf		bf							
Other everyday correspondence, such as invoices, one off bills etc.	1431	117	132	20	127	328	75	597	1373	37	14	8	59	731	701
	90%	95%	94%	91%	90%	88%	90%	90%	90%	92%	93%	93%	92%	89%	91%
		eg	e												
Advertising and promotional material, such as catalogues, brochures and direct mail	1407	116	133	20	134	326	65	573	1350	37	13	8	57	714	693
	88%	95%	94%	91%	95%	87%	78%	86%	88%	91%	88%	90%	90%	87%	90%
		efg	efg		efg	f								a	
Large letters	1339	100	119	20	129	317	71	552	1280	37	14	8	58	677	662
	84%	82%	84%	93%	91%	85%	86%	83%	84%	91%	94%	92%	92%	82%	86%
					ag					a	a		a	a	
Parcels and packets	1216	87	118	20	116	317	57	470	1164	34	12	7	53	634	583
	76%	72%	84%	91%	82%	85%	69%	71%	76%	83%	86%	78%	83%	77%	76%
			afg		afg	afg				a	a		a		
Publications, such as magazines, periodicals, customer newsletters	1151	106	112	16	117	250	63	456	1105	29	10	7	46	565	586
	72%	87%	79%	72%	83%	67%	76%	69%	72%	70%	71%	88%	73%	69%	76%
		efg	eg		eg							abce		a	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	951	73	89	12	93	223	50	393	910	28	10	4	42	485	466
	60%	60%	63%	56%	66%	60%	60%	59%	60%	68%	66%	50%	65%	59%	61%
										ad			ad		
Order fulfilment (sending ordered goods to customers)	685	54	68	14	62	152	29	277	658	17	6	4	27	337	348
	43%	45%	48%	62%	43%	41%	35%	42%	43%	42%	38%	51%	42%	41%	45%
			f												
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

None of these

-

-%

Other

*

Don't know

-

-%

NET: (Large) Letters,

Parcels and packets

NET: Other mail

NET: None / DK / Ref

-

-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
*	-	-	-	-	-	-	*	*	-	-	-	-	*	-
*%	-%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1583	122	141	22	140	373	82	660	1520	41	14	8	63	816	767
100%	100%	100%	100%	99%	100%	100%	99%	100%	100%	99%	100%	99%	99%	100%
1561	120	139	22	142	368	81	648	1499	40	14	8	62	803	757
98%	98%	99%	100%	100%	99%	98%	97%	98%	97%	99%	96%	98%	98%	99%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Ofcom; Business Postal Tracker

Table 50 (continuation)

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QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Letters	1562	741	74	70	15	1254	308	492	762	308	912	260	154	124	61	23	3
	98%	98%	100%	100%	99%	98%	100%	97%	99%	100%	98%	100%	98%	99%	100%	98%	100%
							a		a	a		acf					
Other everyday correspondence, such as invoices, one off bills etc.	1431	683	63	61	15	1159	273	453	706	273	828	251	147	108	53	23	3
	90%	90%	85%	87%	93%	90%	88%	89%	91%	88%	89%	97%	93%	87%	88%	98%	100%
												ade				ade	
Advertising and promotional material, such as catalogues, brochures and direct mail	1407	675	69	61	13	1120	287	425	695	287	811	233	144	110	57	22	3
	88%	89%	93%	87%	81%	87%	93%	83%	90%	93%	87%	90%	91%	88%	94%	96%	100%
			d				a		a	a						a	
Large letters	1339	612	69	65	15	1062	277	395	667	277	739	236	147	116	57	23	3
	84%	80%	93%	92%	97%	83%	90%	78%	86%	90%	79%	91%	93%	93%	94%	98%	100%
			a	a	a		a		a	a		a	a	a	a	a	
Parcels and packets	1216	556	63	61	11	945	272	339	606	272	702	192	128	93	54	21	3
	76%	73%	85%	86%	70%	74%	88%	67%	78%	88%	75%	74%	81%	74%	88%	93%	100%
			a	ad			a		a	ab					abd	abcd	
Publications, such as magazines, periodicals, customer newsletters	1151	558	53	56	11	925	227	337	588	227	673	189	124	85	47	12	3
	72%	73%	72%	80%	70%	72%	73%	66%	76%	73%	72%	73%	78%	68%	77%	53%	94%
									a	a	f	f	df	f	f		
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	951	469	43	53	14	761	190	280	481	190	537	159	102	79	40	17	3
	60%	62%	58%	76%	88%	59%	62%	55%	62%	62%	57%	61%	64%	63%	66%	72%	100%
				ab	ab				a							a	
Order fulfilment (sending ordered goods to customers)	685	362	30	34	5	526	159	177	349	159	406	114	68	55	24	7	3
	43%	48%	40%	48%	34%	41%	52%	35%	45%	52%	43%	44%	43%	44%	40%	30%	88%
							a		a	ab	f	f					
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Other	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Parcels and packets	1583	757	74	70	15	1275	308	506	769	308	932	260	154	124	61	23	3
	100%	100%	100%	100%	99%	99%	100%	99%	99%	100%	100%	100%	98%	100%	100%	98%	100%
NET: Other mail	1561	745	71	70	15	1254	307	494	760	307	913	257	157	120	61	23	3
	98%	98%	96%	99%	97%	98%	99%	97%	98%	99%	98%	99%	99%	96%	100%	100%	100%
NET: None / DK / Ref	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 50 (continuation)

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QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Letters	1562	578	58	51	30	25	1453	108	1410	151	1255	282	24
	98%	98%	100%	100%	98%	98%	98%	99%	98%	99%	98%	99%	94%
Other everyday correspondence, such as invoices, one off bills etc.	1431	528	55	50	25	21	1331	99	1291	139	1147	261	22
	90%	89%	95%	98%	81%	82%	90%	91%	90%	91%	90%	92%	85%
			de	ade									
Advertising and promotional material, such as catalogues, brochures and direct mail	1407	534	54	50	28	24	1303	102	1264	142	1118	265	22
	88%	90%	94%	98%	90%	97%	88%	94%	88%	93%	87%	93%	87%
												a	
Large letters	1339	512	48	49	27	23	1249	88	1210	127	1074	247	16
	84%	87%	83%	96%	87%	91%	84%	80%	84%	83%	84%	87%	64%
				b									
Parcels and packets	1216	514	54	51	28	24	1112	103	1071	144	930	265	20
	76%	87%	93%	100%	92%	97%	75%	94%	75%	94%	73%	93%	81%
				a				a		a		a	
Publications, such as magazines, periodicals, customer newsletters	1151	442	54	35	21	19	1062	88	1024	125	902	227	21
	72%	75%	92%	69%	69%	74%	72%	80%	71%	82%	71%	80%	82%
			acde							a		a	
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	951	389	36	30	14	16	882	67	850	100	739	194	16
	60%	66%	62%	58%	46%	63%	60%	62%	59%	65%	58%	68%	65%
		d										a	
Order fulfilment (sending ordered goods to customers)	685	300	37	27	14	10	619	65	597	86	513	160	10
	43%	51%	64%	54%	46%	41%	42%	59%	42%	57%	40%	56%	40%
			ae					a		a		a	
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

NET: (Large) Letters,
Parcels and packets

NET: Other mail

NET: None / DK / Ref

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
*	-	-	-	-	*	*	-	*	-	*	-	-
*%	-%	-%	-%	-%	2% a	*%	-%	*%	-%	*%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1583	587	58	51	31	25	1473	109	1430	152	1272	285	25
100%	99%	100%	100%	100%	98%	99%	100%	99%	100%	99%	100%	100%
1561	584	58	51	29	25	1451	109	1409	150	1251	283	25
98%	99%	100%	100%	95%	98%	98%	100%	98%	99%	98%	99%	98%
d	d											
-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Letters	1562	837	260	447	1465	911	1492	627	456	281	1061	410	10	317	471	1487	113
	98%	98%	100%	98%	98%	99%	98%	99%	99%	99%	98%	99%	91%	97%	99%	98%	98%
Other everyday correspondence, such as invoices, one off bills etc.	1431	764	234	420	1349	843	1373	572	429	262	1025	370	9	295	436	1367	112
	90%	89%	90%	92%	91%	92%	90%	90%	93%	92%	95%	89%	87%	91%	92%	90%	97%
											abcdf						ab
Advertising and promotional material, such as catalogues, brochures and direct mail	1407	744	236	410	1318	816	1343	572	410	262	977	382	10	297	430	1336	107
	88%	87%	91%	90%	88%	89%	88%	90%	89%	92%	91%	92%	96%	91%	90%	88%	93%
Large letters	1339	686	250	388	1277	858	1296	558	419	242	953	360	10	285	420	1288	102
	84%	80%	96%	85%	86%	93%	85%	88%	91%	85%	88%	87%	92%	88%	88%	85%	89%
			ac	a		acdfg			acf		ac						
Parcels and packets	1216	631	213	360	1140	761	1161	575	383	259	843	382	9	279	416	1153	103
	76%	73%	82%	79%	76%	83%	77%	91%	83%	91%	78%	92%	81%	86%	87%	76%	89%
			a	a		acg		abceg	acg	abceg		c			b		b
Publications, such as magazines, periodicals, customer newsletters	1151	593	183	362	1076	670	1097	473	310	248	831	316	10	243	380	1092	105
	72%	69%	70%	80%	72%	73%	72%	75%	67%	87%	77%	76%	96%	75%	80%	72%	91%
			ab		e	e	e	e		abcdeg	abce				b		ab
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	951	492	174	277	897	583	910	407	348	166	664	256	8	217	309	904	79
	60%	57%	67%	61%	60%	63%	60%	64%	76%	58%	62%	62%	72%	67%	65%	60%	69%
			a						abcdfg								b
Order fulfilment (sending ordered goods to customers)	685	347	100	232	632	407	647	323	178	205	511	232	6	150	268	646	79
	43%	40%	39%	51%	42%	44%	43%	51%	39%	72%	47%	56%	54%	46%	56%	43%	69%
			ab			e		abce		abcdeg	ace	c			b		ab
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Unweighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Weighted total																	
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	*	-	-	*	*	-	*	-	-	-	*	-	*	-	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	*%	-%	4%	-%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Parcels and packets	1583	856	260	450	1485	918	1512	634	457	286	1072	415	10	322	475	1506	115
	100%	100%	100%	99%	100%	100%	100%	100%	99%	100%	99%	100%	96%	99%	100%	100%	100%
NET: Other mail	1561	834	258	452	1462	907	1489	627	452	282	1074	411	11	321	470	1482	115
	98%	97%	99%	99% a	98%	99%	98%	99%	98%	99%	100% abce	99%	100%	99%	99%	98%	100%
NET: None / DK / Ref	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 50 (continuation)

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QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Letters	1562	1189	977	133	44	1354	1562	1333	1562	1198	1532	-	808	1543	186	191	1168	198
	98%	99%	98%	97%	100%	98%	100%	100%	100%	98%	98%	-%	99%	99%	100%	97%	98%	98%
Other everyday correspondence, such as invoices, one off bills etc.	1431	1093	918	124	32	1246	1409	1240	1415	1133	1431	-	775	1411	186	179	1068	180
	90%	91%	92%	91%	74%	90%	90%	93%	90%	93%	92%	-%	95%	90%	100%	91%	90%	89%
Advertising and promotional material, such as catalogues, brochures and direct mail	1407	1072	889	115	36	1226	1384	1220	1389	1132	1407	-	758	1388	178	185	1034	185
	88%	89%	89%	84%	82%	89%	89%	91%	89%	93%	90%	-%	93%	89%	95%	94%	87%	92%
Large letters	1339	1036	849	121	38	1156	1333	1339	1339	1099	1326	-	739	1326	172	162	1001	171
	84%	86%	85%	88%	87%	84%	85%	100%	85%	90%	85%	-%	90%	85%	92%	82%	84%	85%
Parcels and packets	1216	907	786	114	31	1043	1198	1099	1201	1216	1210	-	792	1203	181	166	886	162
	76%	75%	79%	83%	72%	76%	77%	82%	77%	100%	78%	-%	97%	77%	97%	84%	75%	80%
Publications, such as magazines, periodicals, customer newsletters	1151	875	719	111	27	988	1135	1008	1138	940	1151	-	624	1137	175	144	852	154
	72%	73%	72%	81%	61%	72%	73%	75%	73%	77%	74%	-%	76%	73%	94%	73%	72%	76%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	951	738	616	92	31	808	945	854	945	799	951	-	545	940	133	127	688	132
	60%	61%	62%	67%	72%	59%	60%	64%	60%	66%	61%	-%	67%	60%	71%	65%	58%	65%
Order fulfilment (sending ordered goods to customers)	685	513	439	71	19	576	670	606	676	617	685	-	443	678	123	86	498	100
	43%	43%	44%	52%	43%	42%	43%	45%	43%	51%	44%	-%	54%	43%	66%	44%	42%	50%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	*	*	-	-	-	*	-	-	-	-	*	-	-	-	-	-	+	-
	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%	-%
Don't know	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Parcels and packets	1583	1202	990	137	44	1370	1562	1339	1568	1216	1553	-	819	1564	187	193	1183	202
	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	-%	100%	100%	100%	98%	100%	100%
	e						e	e	e	e							a	
NET: Other mail	1561	1183	979	135	39	1354	1532	1326	1538	1210	1561	-	812	1534	187	194	1164	198
	98%	98%	98%	99%	88%	98%	98%	99%	98%	99%	100%	-%	99%	98%	100%	99%	98%	98%
				b		b		ac		ac	abcd		b		b			
NET: None / DK / Ref	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 50 (continuation)

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QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Letters	1562	142	85	1323	988	574	1425	137	1193	78	284	1253	54	223
	98%	97%	99%	98%	98%	98%	99% b	95%	98%	99%	98%	98%	100%	99%
Other everyday correspondence, such as invoices, one off bills etc.	1431	122	80	1221	912	519	1305	126	1103	67	245	1163	52	202
	90%	83%	93% a	91% a	91%	89%	90%	88%	91%	86%	85%	91% a	97%	90%
Advertising and promotional material, such as catalogues, brochures and direct mail	1407	135	81	1179	893	513	1286	121	1068	70	266	1117	49	211
	88%	92%	94% c	88%	89%	88%	89%	84%	88%	90%	92% b	88%	91%	94%
Large letters	1339	118	73	1136	877	462	1236	103	1020	64	249	1073	43	196
	84%	80%	85%	84%	87% b	79%	85% b	71%	84%	82%	86%	84%	79%	87%
Parcels and packets	1216	134	73	997	785	431	1129	87	922	58	228	966	49	208
	76%	92% c	85% c	74%	78% b	74%	78% b	60%	76%	74%	79%	76%	91%	92%
Publications, such as magazines, periodicals, customer newsletters	1151	109	71	962	734	417	1055	96	877	67	216	913	50	175
	72%	74%	82% c	71%	73%	71%	73%	67%	72%	86% a	75%	72%	93% b	78%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	951	91	57	797	665	286	887	64	719	48	172	761	39	150
	60%	62%	66%	59%	66% b	49%	61% b	45%	59%	61%	59%	60%	73%	67%
Order fulfilment (sending ordered goods to customers)	685	90	47	546	433	252	634	51	502	50	152	522	37	117
	43%	62% c	55% c	41%	43%	43%	44%	35%	41%	64% a	52% b	41%	70% b	52%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Refused	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

None of these

Other

Don't know

NET: (Large) Letters,
Parcels and packets

NET: Other mail

NET: None / DK / Ref

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
*	-	*	*	-	*	-	*	-	-	*	-	-	-
*%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%	-%
							a						
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
1583	146	86	1340	1002	581	1440	144	1207	78	289	1268	54	225
100%	100%	100%	99%	100%	99%	100%	99%	99%	99%	100%	99%	100%	100%
1561	143	86	1320	988	573	1422	139	1190	76	280	1254	52	225
98%	98%	100%	98%	98%	98%	98%	96%	98%	97%	97%	98%	97%	100% a
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Ofcom; Business Postal Tracker

Table 50 (continuation)

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QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Letters

Other everyday
correspondence, such as
invoices, one off bills
etc.

Advertising and
promotional material,
such as catalogues,
brochures and direct
mail

Large letters

Parcels and packets

Publications, such as
magazines, periodicals,
customer newsletters

Transactional mail
including - Bulk
customer mailings, such
as bills, statements,
customer packs etc

Order fulfilment
(sending ordered goods
to customers)

Goods / business
supplies / large packets
ordered via lorry

Legal / accounts
documents / tax forms

Refused

None of these

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1562	244	7	382	391	394	395
98%	99%	100%	99%	98%	98%	98%
1431	221	7	358	346	345	383
90%	90%	100%	93% bc	86%	86%	95% bc
1407	229	7	354	354	344	354
88%	93%	100%	91% c	88%	86%	88%
1339	206	7	335	313	338	353
84%	84%	100%	87% b	78% b	84% b	87% b
1216	228	7	296	300	288	332
76%	93%	100%	77%	75%	72%	82% abc
1151	195	7	318	277	239	317
72%	79%	100%	82% bc	69% c	60%	79% bc
951	160	5	225	225	277	225
60%	65%	66%	58%	56%	69% abd	56%
685	136	6	224	163	111	187
43%	55%	82%	58% bcd	41% c	28%	46% c
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QV9a. Which of the following types of mail does your organisation regularly receive at your location?

Base: All respondents

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

NET: (Large) Letters,
Parcels and packets

NET: Other mail

NET: None / DK / Ref

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Other	*	-	*	-	-	-
	-%	-%	-%	-%	-%	-%
Don't know	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: (Large) Letters, Parcels and packets	1583	246	385	400	397	402
	100%	100%	99%	100%	99%	100%
NET: Other mail	1561	244	386	384	389	402
	98%	99%	100%	96%	97%	100%
			bc			bc
NET: None / DK / Ref	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All respondents who receive LETTERS at their location

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1566	78	135	74	94	122	138	105	117	98	213	192	200	961
Weighted total	1562	87	155	152	88	124	274	223	136	105	80	68	69	1345
Standard delivery	1525	87	151	140	86	120	271	223	133	103	77	67	67	1315
	98%	100%	98%	92%	98%	97%	99%	100%	98%	98%	97%	98%	97%	98%
		c	c		c		c	c				c		c
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	220	14	16	31	8	21	39	35	13	13	13	8	8	191
	14%	17%	10%	20%	9%	17%	14%	16%	10%	12%	17%	12%	12%	14%
				dh										
Urgent delivery (send / receive mail that needs to arrive rapidly)	164	15	7	29	6	8	44	25	5	7	8	5	5	147
	11%	18%	4%	19%	7%	7%	16%	11%	4%	7%	10%	7%	7%	11%
		bdehikl		bdehijk			bdehikl	bh						bh
				lm										
International delivery	140	8	1	29	5	15	22	28	8	7	6	2	9	123
	9%	9%	1%	19%	5%	12%	8%	13%	6%	7%	7%	3%	13%	9%
		bk		bdthijk	b	bk	bk	bk	b	b	b		bdhjk	bk
				m										
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	127	11	5	19	9	6	26	27	4	6	7	3	5	113
	8%	12%	3%	12%	11%	5%	9%	12%	3%	5%	8%	4%	7%	8%
		behk		bhk	bhk		bh	behk						bh
Cross-Border Delivery	18	-	-	-	-	-	-	-	-	-	-	-	18	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	27%	-%
													abcdefghijklmnop	
													ijklm	
Other (PLEASE SPECIFY)	2	-	-	-	-	-	-	-	-	1	-	-	*	1
	1%	-%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	1%	1%
										m				
None of these (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	1%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Don't Know (DO NOT READ OUT)	22	*	2	10	1	1	*	-	3	1	2	1	*	19
	1%	1%	1%	7%	2%	1%	1%	-%	2%	1%	2%	1%	1%	1%
				abefgkl										
				m										
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 51 (continuation)

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QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All respondents who receive LETTERS at their location

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1566	123	164	23	131	362	72	652	1180	248	87	51	386	788	778
Weighted total	1562	121	135	22	140	369	78	657	1499	41	14	8	63	804	758
Standard delivery	1525	121	135	22	136	354	74	643	1463	40	14	8	62	781	744
	98%	100% ef	100% ef	98%	97%	96%	95%	98%	98%	98% d	99%	94%	98%	97%	98%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	220	15	21	1	12	41	18	105	210	6	4	1	11	103	117
	14%	12%	15%	5%	9%	11%	24% ade	16% de	14%	14%	25% ab	18%	17%	13%	15%
Urgent delivery (send / receive mail that needs to arrive rapidly)	164	8	13	1	13	30	13	79	158	3	2	1	7	69	95
	11%	6%	10%	4%	9%	8%	17% ae	12% e	11%	8%	17% b	10%	10%	9%	13% a
International delivery	140	7	18	3	6	36	8	61	133	4	2	1	7	61	79
	9%	6%	13% ad	13%	4%	10% d	11%	9%	9%	9%	17% a	11%	11%	8%	10% a
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	127	6	13	1	10	27	7	58	121	3	2	1	6	50	77
	8%	5%	10%	4%	7%	7%	9%	9%	8%	8%	13%	13%	10%	6%	10% a
Cross-Border Delivery	18	2	3	-	1	5	*	6	16	2	*	*	3	7	11
	1%	1%	2%	-%	1%	1%	*%	1%	1%	5% a	3%	3%	4% a	1%	1%
Other (PLEASE SPECIFY)	2	-	-	-	*	1	-	-	2	-	-	-	-	*	1
	*%	-%	-%	-%	*%	*%	-%	-%	*%	-%	-%	-%	-%	*%	*%
None of these (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	*%	-%	-%	-%	-%	-%	-%	*%	-%	*% a	-%	-%	*%	-%	*%
Don't Know (DO NOT READ OUT)	22	-	1	-	-	10	2	10	21	*	*	*	1	16	7
	1%	-%	*%	-%	-%	3%	3% d	1%	1%	1%	1%	5%	2%	2%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 51 (continuation)

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QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All respondents who receive LETTERS at their location

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1566	633	74	96	45	1160	406	432	728	406	778	275	181	171	76	60	3
Weighted total	1562	741	74	70	15	1254	308	492	762	308	912	260	154	124	61	23	3
Standard delivery	1525	725	73	68	13	1228	297	483	745	297	893	251	152	121	58	22	3
	98%	98% d	99% d	96% d	86%	98%	96%	98%	98%	96%	98%	97%	98%	98%	96%	96%	100%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	220	102	12	13	2	164	56	47	117	56	114	32	25	25	15	6	*
	14%	14%	17%	19%	11%	13%	18% a	10%	15% a	18% a	12%	12%	16%	20% ab	25% ab	29% abc	6%
Urgent delivery (send / receive mail that needs to arrive rapidly)	164	76	13	13	1	117	47	34	83	47	81	30	15	20	14	1	*
	11%	10%	18% a	19% a	9%	9%	15% a	7%	11% a	15% ab	9%	11%	10%	16% af	24% abcf	6%	6%
International delivery	140	66	4	15	2	104	36	19	85	36	70	22	20	16	6	3	*
	9%	9%	5%	21% ab	10%	8%	12%	4%	11% a	12% a	8%	8%	13% a	13% a	10%	13%	6%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	127	60	8	10	1	94	33	36	59	33	65	17	20	14	8	2	*
	8%	8%	10%	14%	8%	8%	11%	7%	8%	11%	7%	6%	13% ab	12% a	13%	7%	6%
Cross-Border Delivery	18	7	1	2	1	12	7	3	9	7	5	4	3	1	4	1	-
	1%	1%	2%	3%	6% a	1%	2% a	1%	1%	2% a	1%	1%	2%	1%	6% abd	3% a	-%
Other (PLEASE SPECIFY)	2	2	-	-	-	2	-	1	*	-	1	*	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	*%	*%	-%	*%	*%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	22	8	-	3	2	13	9	3	10	9	7	8	2	2	2	1	-
	1%	1%	-%	4%	14% abc	1%	3% a	1%	1%	3% a	1%	3% a	1%	2% a	4% a	4% a	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 51 (continuation)

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QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All respondents who receive LETTERS at their location

Significance Level: 95%

Unweighted total

Weighted total

Standard delivery

Tracked service (send /
receive mail for which
you need to be able to
monitor its progress
through the postal
system)

Urgent delivery (send /
receive mail that needs
to arrive rapidly)

International delivery

Timed delivery (send /
receive mail which is
guaranteed to arrive by
a specific time, e.g. by
9am next day or 1pm next
day delivery)

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1566	600	77	51	32	31	1456	109	1408	157	1254	285	26
1562	578	58	51	30	25	1453	108	1410	151	1255	282	24
1525	562	56	51	30	25	1418	105	1375	149	1222	278	24
98%	97%	97%	100%	98%	100%	98%	98%	98%	99%	97%	98%	100%
220	105	17	6	4	2	197	22	187	32	146	66	7
14%	18%	29% ace	12%	14%	9%	14%	21% a	13%	21% a	12%	23% a	29%
164	72	13	7	4	*	145	20	138	26	107	53	4
11%	12%	22% ae	14%	14%	2%	10%	18% a	10%	17% a	9%	19% a	18%
140	77	6	6	4	3	120	20	112	28	80	51	8
9%	13%	11%	11%	14%	10%	8%	19% a	8%	19% a	6%	18% a	34%
127	66	9	8	3	*	111	16	102	25	79	44	3
8%	11%	16% e	16% e	10%	2%	8%	15% a	7%	16% a	6%	16% a	14%
18	9	2	1	*	*	17	1	16	2	13	5	*
1%	1%	4%	1%	*%	*%	1%	1%	1%	1%	1%	2%	2%
2	*	-	-	-	-	2	-	2	-	2	-	-
*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
*	*	-	-	-	-	*	-	*	-	-	*	-
*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
22	8	1	-	*	-	21	2	20	2	20	2	-
1%	1%	1%	-%	2%	-%	1%	2%	1%	1%	2%	1%	-%

Ofcom; Business Postal Tracker

Table 51 (continuation)

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QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All respondents who receive LETTERS at their location

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1566	847	269	440	1473	982	1501	668	513	294	1101	422	18	348	466	1497	167
Weighted total	1562	837	260	447	1465	911	1492	627	456	281	1061	410	10	317	471	1487	113
Standard delivery	1525	818	254	436	1429	887	1455	612	448	274	1042	399	10	311	452	1460	111
	98%	98%	97%	98%	98%	97%	98%	98%	98%	97%	98%	97%	100%	98%	96%	98% a	98%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	220	108	46	66	206	151	209	116	70	52	156	72	4	59	128	204	45
	14%	13%	18%	15%	14%	17%	14%	19%	15%	19%	15%	17%	40%	19%	27% b	14%	40% ab
Urgent delivery (send / receive mail that needs to arrive rapidly)	164	74	35	55	152	106	154	86	52	40	118	54	3	39	107	152	32
	11%	9%	13% a	12%	10%	12%	10%	14% ac	11%	14% ac	11%	13%	28%	12%	23% b	10%	28% b
International delivery	140	73	26	41	128	95	129	87	44	42	97	53	4	40	87	132	57
	9%	9%	10%	9%	9%	10%	9%	14% abcecg	10%	15% abcecg	9%	13%	37%	13%	18% b	9%	50% ab
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	127	59	29	39	117	78	119	76	46	33	95	44	4	39	82	119	22
	8%	7%	11% a	9%	8%	9%	8%	12% abcbg	10%	12% ac	9%	11%	36%	12%	17% b	8%	20% b
Cross-Border Delivery	18	11	2	4	17	12	17	12	5	8	16	8	*	3	8	18	14
	1%	1%	1%	1%	1%	1%	1%	2%	1%	3% ac	2%	2%	5%	1%	2%	1%	12% ab
Other (PLEASE SPECIFY)	2	*	-	1	2	2	2	*	*	*	2	*	-	-	-	2	-
	*%	*%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	*	*	-	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	*%	*%	-%	-%	*%	*%	*%	*%	-%	-%	*%	-%	-%	*%	*%	*%	-%
Don't Know (DO NOT READ OUT)	22	9	6	7	22	16	22	9	5	3	14	5	-	4	7	21	1
	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	1%	-%	1%	2%	1%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 51 (continuation)

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QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All respondents who receive LETTERS at their location

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1566	1194	1031	138	37	1355	1566	1360	1566	1232	1534	-	807	1548	213	197	1167	198
Weighted total	1562	1189	977	133	44	1354	1562	1333	1562	1198	1532	-	808	1543	186	191	1168	198
Standard delivery	1525	1167	963	132	44	1320	1525	1305	1525	1169	1495	-	787	1525	184	185	1147	188
	98%	98%	99%	99%	100%	98%	98%	98%	98%	98%	98%	-%	97%	99% a	99%	97%	98% c	95%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	220 14%	165 14%	144 15%	26 20% c	5 12%	180 13%	220 14%	202 15%	220 14%	204 17% ac	220 14%	- -%	220 27% b	215 14%	103 55% ab	37 19% b	135 12%	46 23% b
Urgent delivery (send / receive mail that needs to arrive rapidly)	164 11%	123 10%	101 10%	10 7%	5 12%	144 11%	164 11%	155 12%	164 11%	151 13%	164 11%	- -%	164 20% b	164 11%	88 47% ab	26 14%	109 9%	29 14% b
International delivery	140 9%	112 9%	90 9%	21 16% c	5 11%	106 8%	140 9%	131 10%	140 9%	135 11% ac	140 9%	- -%	121 15% b	140 9%	140 75% ab	24 12% b	91 8%	25 13% b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	127 8%	98 8%	86 9%	12 9%	3 6%	109 8%	127 8%	116 9%	127 8%	122 10%	127 8%	- -%	127 16% b	127 8%	76 41% ab	26 14% bc	87 7%	14 7%
Cross-Border Delivery	18 1%	14 1%	14 1%	3 2%	1 1%	15 1%	18 1%	17 1%	18 1%	17 1%	18 1%	- -%	12 2%	18 1%	18 10% ab	2 1%	13 1%	3 2%
Other (PLEASE SPECIFY)	2 *%	1 *%	* *%	- -%	- -%	2 *%	2 *%	2 *%	2 *%	2 *%	2 *%	- -%	2 *%	2 *%	- -%	- -%	1 *%	* *%
None of these (DO NOT READ OUT)	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	- -%	* *%	* *%	- -%	- -%	* *%	- -%
Don't Know (DO NOT READ OUT)	22 1%	18 1%	12 1%	* *%	- -%	20 1%	22 1%	15 1%	22 1%	16 1%	22 1%	- -%	6 1%	10 1%	- -%	6 3% b	11 1%	5 2%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters

Base: All respondents who receive LETTERS at their location

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1566	131	97	1322	1014	552	1445	121	1227	77	279	1260	51	228
Weighted total	1562	142	85	1323	988	574	1425	137	1193	78	284	1253	54	223
Standard delivery	1525	136	84	1293	967	558	1390	135	1168	75	276	1224	53	219
	98%	96%	98%	98%	98%	97%	98%	99%	98%	97%	97%	98%	100%	98%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	220	29	15	176	136	85	216	4	160	18	44	168	12	55
	14%	21% c	18%	13%	14%	15%	15% b	3%	13%	23% a	16%	13%	22%	25%
Urgent delivery (send / receive mail that needs to arrive rapidly)	164	27	15	121	102	62	157	7	127	12	32	128	12	38
	11%	19% c	18% c	9%	10%	11%	11% b	5%	11%	15%	11%	10%	22%	17%
International delivery	140	23	13	100	92	48	137	3	106	11	36	96	10	46
	9%	17% c	15% c	8%	9%	8%	10% b	2%	9%	15%	13% b	8%	19%	21%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	127	20	12	94	77	50	122	5	97	11	24	99	7	36
	8%	14% c	14% c	7%	8%	9%	9%	4%	8%	14%	9%	8%	13%	16%
Cross-Border Delivery	18	2	*	15	13	5	18	1	15	*	3	15	1	5
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Other (PLEASE SPECIFY)	2	-	-	2	*	1	2	-	1	-	*	1	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
None of these (DO NOT READ OUT)	*	*	-	-	*	-	*	-	-	*	*	-	*	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Don't Know (DO NOT READ OUT)	22	5	*	16	11	11	21	2	13	2	2	20	-	2
	1%	4% c	1%	1%	1%	2%	1%	1%	1%	3%	1%	2%	0%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 51 (continuation)

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QV9b1. Which of the following types of services does each of the types of mail you receive fall into? Letters
Base: All respondents who receive LETTERS at their location

Significance Level: 95%

Unweighted total

Weighted total

Standard delivery

Tracked service (send /
receive mail for which
you need to be able to
monitor its progress
through the postal
system)

Urgent delivery (send /
receive mail that needs
to arrive rapidly)

International delivery

Timed delivery (send /
receive mail which is
guaranteed to arrive by
a specific time, e.g. by
9am next day or 1pm next
day delivery)

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1566	247	5	382	393	397	394
1562	244	7	382	391	394	395
1525	240	7	378	386	383	379
98%	98%	100%	99%	99%	97%	96%
			d	d		
220	54	2	73	55	42	51
14%	22%	23%	19%	14%	11%	13%
			cd			
164	42	2	54	33	38	39
11%	17%	23%	14%	8%	10%	10%
			b			
140	49	2	47	33	30	30
9%	20%	23%	12%	8%	8%	8%
			cd			
127	35	2	45	31	23	29
8%	14%	23%	12%	8%	6%	7%
			cd			
18	5	-	4	4	5	6
1%	2%	-%	1%	1%	1%	2%
2	-	-	-	-	*	1
*%	-%	-%	-%	-%	*%	*%
*	*	-	*	-	-	-
*%	*%	-%	*%	-%	-%	-%
22	2	-	4	3	5	11
1%	1%	-%	1%	1%	1%	3%
						b

Ofcom; Business Postal Tracker

Table 52

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QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1366	65	120	66	81	105	123	92	100	80	190	164	180	832
Weighted total	1339	72	137	134	74	105	240	192	110	85	71	57	62	1149
Standard delivery	1301	70	134	121	73	103	237	191	106	81	68	56	61	1117
	97%	97%	98% c	91%	98% c	98% c	99% c	100% cij	96%	96%	96%	97% c	98% c	97% c
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	180	8	12	29	8	13	34	32	14	7	11	6	8	156
	13%	11%	8%	21% bik	11%	12%	14%	17%	13%	8%	15%	10%	13%	14%
Urgent delivery (send / receive mail that needs to arrive rapidly)	134	7	7	23	4	11	33	27	3	3	7	3	5	119
	10%	10%	5%	17% bdhikl	5%	10% h	14% bhik	14% bhik	3%	4%	10% h	6%	8%	10% h
International delivery	99	4	4	19	4	10	16	24	4	3	5	1	6	86
	7%	5%	3%	14% bdhikm	5%	9% bk	7%	12% bhik	4%	4%	7% k	2%	10% bk	8% bk
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	98	6	4	11	7	6	20	23	3	4	6	4	4	84
	7%	8%	3%	8% bh	9% bh	5%	9%	12% bh	2%	5%	9% bh	6%	6%	7%
Cross-Border Delivery	16	-	-	-	-	-	-	-	-	-	-	-	16	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26% abcdefghijk m	-%
Other (PLEASE SPECIFY)	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%	-%	*%
None of these (DO NOT READ OUT)	3	-	-	2	-	-	-	-	-	-	*	-	-	2
	*%	-%	-%	2% m	-%	-%	-%	-%	-%	-%	1%	-%	-%	*%
Don't Know (DO NOT READ OUT)	15	*	2	5	1	*	*	-	3	1	2	*	*	13
	1%	*%	1%	4% fk	2%	*%	*%	-%	3%	1%	3%	*%	1%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 52 (continuation)

Page 614

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1366	102	149	22	119	314	66	561	1010	226	83	47	356	684	682
Weighted total	1339	100	119	20	129	317	71	552	1280	37	14	8	58	677	662
Standard delivery	1301	100	114	19	127	307	64	538	1244	36	13	7	57	656	646
	97%	100% bf	96%	96%	98% f	97% f	90%	97% f	97%	99%	98%	95%	98%	97%	98%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	180 13%	12 12%	21 18% de	1 5%	11 9%	27 9%	20 29% adeg	85 15% e	170 13%	6 16%	3 22% a	1 17%	10 18%	89 13%	92 14%
Urgent delivery (send / receive mail that needs to arrive rapidly)	134 10%	7 7%	14 11%	1 4%	12 9%	23 7%	12 17% ae	61 11%	127 10%	3 9%	2 18% ab	1 15%	7 12%	60 9%	74 11%
International delivery	99 7%	6 6%	13 11% d	3 14%	5 4%	21 7%	10 14% d	40 7%	92 7%	4 10%	2 16% a	1 13%	7 12% a	47 7%	52 8%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	98 7%	3 3%	13 11% a	1 4%	11 8%	19 6%	8 11% a	40 7%	91 7%	3 9%	2 16% a	1 11%	6 11% a	43 6%	55 8%
Cross-Border Delivery	16 1%	1 1%	3 3%	- -%	1 *%	4 1%	* *% d	5 1%	14 1%	1 4% a	* 3%	* 3%	2 4% a	6 1%	9 1%
Other (PLEASE SPECIFY)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1% a	- -%	- -%	* *% a	- -%	* *%
None of these (DO NOT READ OUT)	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%	3 *%	- -%	- -%	- -%	- -%	3 *%	- -%
Don't Know (DO NOT READ OUT)	15 1%	- -%	1 1%	- -%	- -%	7 2%	2 3% d	5 1%	14 1%	* 1%	* 1%	* 2%	1 1%	8 1%	7 1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 52 (continuation)

Page 615

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1366	529	71	90	44	990	376	343	647	376	635	251	171	160	70	60	3
Weighted total	1339	612	69	65	15	1062	277	395	667	277	739	236	147	116	57	23	3
Standard delivery	1301	600	69	60	13	1037	264	390	647	264	718	230	144	110	55	22	3
	97%	98%	100%	93%	86%	98%	96%	99%	97%	96%	97%	98%	98%	95%	96%	97%	100%
		cd	cd			b		c									
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	180	74	10	11	4	130	51	26	103	51	83	29	21	25	14	3	*
	13%	12%	14%	17%	23%	12%	18%	7%	15%	18%	11%	12%	15%	21%	25%	15%	6%
					a		a		a	a				ab	ab		
Urgent delivery (send / receive mail that needs to arrive rapidly)	134	51	11	9	2	92	42	24	68	42	62	23	14	15	13	3	*
	10%	8%	16%	13%	11%	9%	15%	6%	10%	15%	8%	10%	10%	13%	23%	13%	6%
			a				a		a	ab					abc		
International delivery	99	41	3	12	2	68	31	9	59	31	44	13	14	14	7	3	*
	7%	7%	5%	19%	10%	6%	11%	2%	9%	11%	6%	6%	10%	12%	13%	12%	6%
				ab			a		a	a				ab	ab		
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	98	34	7	8	1	67	31	20	47	31	42	13	15	13	8	2	*
	7%	6%	10%	13%	10%	6%	11%	5%	7%	11%	6%	6%	10%	12%	14%	7%	6%
				a			a			ab			a	ab	ab		
Cross-Border Delivery	16	4	1	3	*	10	6	3	7	6	4	4	3	1	3	1	-
	1%	1%	2%	4%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	5%	3%	-%
				a			a								ad	a	
Other (PLEASE SPECIFY)	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	3	*	-	-	-	3	-	2	*	-	2	*	-	-	-	-	-
	*%	*%	-%	-%	-%	*%	-%	1%	*%	-%	*%	*%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	15	4	-	3	2	8	7	1	7	7	5	3	2	2	2	1	-
	1%	1%	-%	4%	14%	1%	3%	*%	1%	3%	1%	1%	1%	2%	4%	3%	-%
				a	abc		a			a					a		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 52 (continuation)

Page 616

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All respondents who receive LARGE LETTERS at their location

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	548	71	48	30	29	1271	94	1225	140	1084	262	19
Weighted total	1339	512	48	49	27	1249	88	1210	127	1074	247	16
Standard delivery	1301	501	47	47	25	1217	83	1178	121	1042	242	16
	97%	98%	98%	96%	93%	97%	94%	97%	96%	97%	98%	97%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	180	88	12	6	5	164	15	153	26	121	54	3
	13%	17%	25%	13%	21%	13%	17%	13%	20% a	11%	22% a	18%
Urgent delivery (send / receive mail that needs to arrive rapidly)	134	65	8	4	4	120	13	112	21	91	38	3
	10%	13%	16%	9%	16%	10%	15%	9%	16% a	8%	16% a	21%
International delivery	99	53	6	4	4	88	11	80	18	60	37	3
	7%	10%	11%	8%	16%	7%	12%	7%	15% a	6%	15% a	16%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	98	49	7	6	3	85	11	78	18	62	31	3
	7%	10%	15%	13%	11%	7%	12% a	6%	14% a	6%	12% a	18%
Cross-Border Delivery	16	7	1	1	*	14	1	14	2	10	5	1
	1%	1%	3%	2%	1%	1%	2%	1%	2%	1%	2%	6%
Other (PLEASE SPECIFY)	*	-	-	-	-	*	-	*	-	*	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	3	-	-	-	-	3	-	3	-	3	-	-
	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	15	4	*	-	*	13	2	13	2	13	2	-
	1%	1%	1%	-%	2%	1%	2%	1%	2%	1%	1%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Ofcom; Business Postal Tracker

Table 52 (continuation)

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QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1366	718	252	387	1300	937	1322	618	475	265	997	386	18	319	430	1316	155
Weighted total	1339	686	250	388	1277	858	1296	558	419	242	953	360	10	285	420	1288	102
Standard delivery	1301	671	243	373	1243	834	1259	543	409	233	925	349	9	280	402	1255	100
	97%	98%	97%	96%	97%	97%	97%	97%	98%	96%	97%	97%	96%	98%	96%	97%	98%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	180	86	32	61	169	126	172	98	62	41	133	62	4	47	111	170	31
	13%	13%	13%	16%	13%	15%	13%	18% ac	15%	17%	14%	17%	44%	16%	26% b	13%	31% b
Urgent delivery (send / receive mail that needs to arrive rapidly)	134	51	34	49	127	91	127	73	46	35	102	45	3	32	87	129	25
	10%	7%	13% a	13% a	10%	11%	10%	13% ac	11%	15% ac	11%	13%	34%	11%	21% b	10%	25% b
International delivery	99	49	23	27	91	69	91	65	31	24	68	32	3	33	66	95	40
	7%	7%	9%	7%	7%	8%	7%	12% abcecg	7%	10%	7%	9%	35%	12%	16% b	7%	39% ab
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	98	40	27	30	90	63	91	58	36	22	75	32	3	29	67	92	22
	7%	6%	11% a	8%	7%	7%	7%	10% abc	9%	9%	8%	9%	33%	10%	16% b	7%	21% b
Cross-Border Delivery	16	8	2	5	15	12	15	10	4	7	13	7	*	2	8	16	12
	1%	1%	1%	1%	1%	1%	1%	2%	1%	3% ace	1%	2%	5%	1%	2%	1%	11% ab
Other (PLEASE SPECIFY)	*	*	-	-	*	-	*	-	-	-	*	-	-	-	-	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
None of these (DO NOT READ OUT)	3	2	-	*	3	*	3	-	-	-	3	-	-	-	*	3	-
	*%	*%	-%	*%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	*%	*%	-%
Don't Know (DO NOT READ OUT)	15	4	5	7	15	10	15	4	5	2	12	4	-	1	4	15	-
	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	-%	*%	1%	1%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 52 (continuation)

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QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1366	1057	912	127	33	1177	1360	1366	1366	1143	1350	-	752	1353	198	176	1012	174
Weighted total	1339	1036	849	121	38	1156	1333	1339	1339	1099	1326	-	739	1326	172	162	1001	171
Standard delivery	1301	1009	827	119	38	1123	1295	1301	1301	1066	1289	-	712	1301	170	155	976	166
	97%	97%	97%	99%	100%	97%	97%	97%	97%	97%	97%	-%	96%	98% a	99%	96%	97%	97%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	180 13%	138 13%	117 14%	18 15%	2 4%	156 13%	180 13%	180 13%	180 13%	170 15%	180 14%	- -%	180 24% b	176 13%	74 43% ab	28 17%	121 12%	31 18% b
Urgent delivery (send / receive mail that needs to arrive rapidly)	134 10%	111 11%	82 10%	11 9%	4 10%	115 10%	134 10%	134 10%	134 10%	121 11%	133 10%	- -%	134 18% b	134 10%	70 41% ab	20 13%	96 10%	16 10%
International delivery	99 7%	81 8%	64 8%	15 12% bc	* -%	81 7%	99 7%	99 7%	99 7%	98 9%	99 7%	- -%	87 12% b	99 7%	99 58% ab	19 12% b	59 6%	20 12% b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	98 7%	73 7%	60 7%	9 7%	* 1%	84 7%	98 7%	98 7%	98 7%	93 8%	97 7%	- -%	98 13% b	98 7%	60 35% ab	19 12% b	66 7%	12 7%
Cross-Border Delivery	16 1%	12 1%	11 1%	2 2%	1 1%	13 1%	16 1%	16 1%	16 1%	15 1%	16 1%	- -%	11 2%	16 1%	16 9% ab	3 2%	10 1%	3 2%
Other (PLEASE SPECIFY)	* -%	* -%	* -%	- -%	- -%	* -%	* -%	* -%	* -%	* -%	* -%	- -%	- -%	* -%	* -%	- -%	* -%	- -%
None of these (DO NOT READ OUT)	3 *-%	3 *-%	2 *-%	- -%	- -%	3 *-%	3 *-%	3 *-%	3 *-%	- -%	3 *-%	- -%	3 *-%	3 *-%	- -%	* *-%	2 *-%	- -%
Don't Know (DO NOT READ OUT)	15 1%	15 1%	8 1%	2 1%	- -%	11 1%	15 1%	15 1%	15 1%	13 1%	15 1%	- -%	4 1%	7 1%	- -%	4 3% b	7 1%	4 2% b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All respondents who receive LARGE LETTERS at their location

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1366	113	88	1150	904	462	1274	92	1067	66	248	1098	45	206
Weighted total	1339	118	73	1136	877	462	1236	103	1020	64	249	1073	43	196
Standard delivery	1301	115	72	1103	855	446	1199	102	991	60	245	1039	40	193
	97%	98%	98%	97%	98%	97%	97%	99%	97%	94%	98%	97%	93%	99% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	180	28	12	140	111	70	176	4	125	12	43	133	8	47
	13%	24% c	16%	12%	13%	15%	14% b	4%	12%	19%	17% b	12%	18%	24%
Urgent delivery (send / receive mail that needs to arrive rapidly)	134	25	11	98	79	55	131	3	105	6	23	106	4	36
	10%	22% c	14%	9%	9%	12%	11% b	3%	10%	10%	9%	10%	10%	19%
International delivery	99	18	7	70	69	30	98	1	72	12	30	66	5	32
	7%	16% c	10%	6%	8%	6%	8% b	1%	7%	19% a	12% b	6%	13%	17%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	98	18	7	70	52	46	98	-	72	12	16	77	2	30
	7%	16% c	10%	6%	6%	10% a	8% b	-%	7%	18% a	6%	7%	5%	15%
Cross-Border Delivery	16	1	1	13	11	5	15	1	11	*	2	13	1	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Other (PLEASE SPECIFY)	*	-	-	*	*	-	*	-	*	-	-	*	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
None of these (DO NOT READ OUT)	3	-	-	3	*	2	3	-	3	-	-	3	-	-
	*%	-%	-%	*%	*%	1%	*%	-%	*%	-%	-%	*%	-%	-%
Don't Know (DO NOT READ OUT)	15	3	*	12	9	6	14	1	8	2	2	13	-	2
	1%	2%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	-%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 52 (continuation)

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QV9b2. Which of the following types of services does each of the types of mail you receive fall into? Large letters

Base: All respondents who receive LARGE LETTERS at their location

Significance Level: 95%

Unweighted total

Weighted total

Standard delivery

Tracked service (send /
receive mail for which
you need to be able to
monitor its progress
through the postal
system)

Urgent delivery (send /
receive mail that needs
to arrive rapidly)

International delivery

Timed delivery (send /
receive mail which is
guaranteed to arrive by
a specific time, e.g. by
9am next day or 1pm next
day delivery)

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1366	220	5	331	322	352	361
1339	206	7	335	313	338	353
1301	201	7	329	309	325	338
97%	97%	100%	98%	98%	96%	96%
180	45	-	62	38	32	48
13%	22%	-%	19% bc	12%	9%	13%
134	37	-	47	29	21	37
10%	18%	-%	14% bc	9%	6%	11% c
99	33	2	27	20	24	27
7%	16%	23%	8%	7%	7%	8%
98	29	-	34	17	17	29
7%	14%	-%	10% bc	6%	5%	8%
16	5	-	4	2	3	7
1%	3%	-%	1%	1%	1%	2%
*	-	-	-	*	-	-
*%	-%	-%	-%	*%	-%	-%
3	-	-	3	-	-	-
*%	-%	-%	1%	-%	-%	-%
15	2	-	3	-	4	8
1%	1%	-%	1%	-%	1% b	2% b

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Table 53

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QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1244	59	104	56	76	92	117	86	88	73	173	157	163	751
Weighted total	1216	65	111	110	69	92	231	182	104	79	64	55	57	1041
Standard delivery	946	50	77	80	60	71	193	145	70	61	49	44	46	808
	78%	78%	70%	73%	88% bchm	77%	83% bh	80%	67%	78%	77%	80% h	81% bh	78% h
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	583	30	53	49	31	52	97	98	53	37	29	28	25	501
	48%	47%	48%	45%	45%	57% f	42%	54%	51%	47%	45%	52%	44%	48%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	309	19	23	33	11	17	47	63	24	29	16	13	13	267
	25%	30%	21%	30%	16%	18%	21%	35% bdefl	23%	37% bdefklm	25%	24%	23%	26%
Urgent delivery (send / receive mail that needs to arrive rapidly)	304	15	26	31	14	24	59	51	21	19	17	14	13	260
	25%	23%	24%	28%	20%	26%	26%	28%	20%	24%	26%	26%	23%	25%
International delivery	119	5	6	22	3	9	18	26	8	9	3	3	9	105
	10%	8%	5%	20% bdfhjkm	5%	9%	8%	14% bjk	8%	11%	5%	5%	15% bdjk	10% jk
Cross-Border Delivery	13	-	-	-	-	-	-	-	-	-	-	-	13	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23% abcdefgh ijklm	-%
Other (PLEASE SPECIFY)	14	2	3	-	-	1	-	2	1	1	1	*	1	11
	1%	2%	3%	-%	-%	2%	-%	1%	1%	2%	1%	1%	2%	1%
None of these (DO NOT READ OUT)	3	-	-	3	-	-	*	-	-	-	-	-	-	3
	*%	-%	-%	2% jm	-%	-%	*%	-%	-%	-%	-%	-%	-%	*%
Don't Know (DO NOT READ OUT)	25	5	9	7	-	*	1	-	-	1	*	1	1	23
	2%	7% defghjkdefghjkl lm	8% m	7% defghjl m	-%	*%	*%	-%	-%	2%	1%	2%	1%	2%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 53 (continuation)

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QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1244	89	140	21	107	311	48	497	921	207	75	41	323	639	605
Weighted total	1216	87	118	20	116	317	57	470	1164	34	12	7	53	634	583
Standard delivery	946	77	88	14	91	247	44	359	901	28	11	6	45	467	479
	78%	88% beg	75%	71%	78%	78%	77%	76%	77%	83%	87%	90%	85% a	74%	82% a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	583	41	53	11	47	142	38	233	559	15	6	3	24	306	277
	48%	47%	45%	57%	41%	45%	66% abdeg	50%	48%	45%	46%	48%	45%	48%	48%
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	309	16	42	9	24	76	21	114	295	9	3	1	14	134	175
	25%	18%	36% adeg	43%	21%	24%	36% ad	24%	25%	28%	25%	20%	26%	21%	30% a
Urgent delivery (send / receive mail that needs to arrive rapidly)	304	21	29	8	21	85	22	104	289	9	4	2	16	143	161
	25%	25%	25%	38%	18%	27%	39% dg	22%	25%	28%	33%	30%	29%	23%	28% a
International delivery	119	7	15	2	6	35	8	44	112	4	2	1	6	52	67
	10%	8%	12%	12%	6%	11%	14%	9%	10%	11%	13%	16%	12%	8%	11%
Cross-Border Delivery	13	1	3	-	1	4	-	4	11	1	*	*	2	7	7
	1%	1%	3%	-%	*%	1%	-%	1%	1%	4% a	2%	2%	3% a	1%	1%
Other (PLEASE SPECIFY)	14	1	*	-	2	1	-	9	13	1	-	-	1	7	7
	1%	1%	*%	-%	2%	*%	-%	2%	1%	2%	-%	-%	1%	1%	1%
None of these (DO NOT READ OUT)	3	-	-	-	-	*	-	3	3	-	*	-	*	-	3
	*%	-%	-%	-%	-%	*%	-%	1%	*%	-%	3% ab	-%	1%	-%	*%
Don't Know (DO NOT READ OUT)	25	4	*	-	2	6	4	10	24	*	*	*	1	16	9
	2%	4% b	*%	-%	1%	2%	6% b	2%	2%	1%	1%	3%	2%	3%	2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 53 (continuation)

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QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1244	480	65	85	36	883	361	297	586	361	597	217	149	137	68	54	3
Weighted total	1216	556	63	61	11	945	272	339	606	272	702	192	128	93	54	21	3
Standard delivery	946	435	49	43	10	737	209	264	473	209	533	154	108	65	41	21	3
	78%	78%	78%	71%	90%	78%	77%	78%	78%	77%	76%	80%	84%	70%	76%	96%	100%
					c							d	ad			abcde	
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	583	263	27	39	3	449	134	148	301	134	333	98	60	41	25	10	3
	48%	47%	43%	64%	25%	47%	49%	44%	50%	49%	47%	51%	47%	45%	47%	48%	94%
		d		abd													
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	309	127	13	26	2	240	69	83	157	69	174	48	39	16	20	2	*
	25%	23%	20%	43%	16%	25%	25%	25%	26%	25%	25%	25%	30%	17%	37%	9%	6%
				abd							df	f	df		adf		
Urgent delivery (send / receive mail that needs to arrive rapidly)	304	130	18	21	3	233	71	68	165	71	163	50	34	24	22	3	*
	25%	23%	29%	35%	26%	25%	26%	20%	27%	26%	23%	26%	27%	25%	41%	13%	6%
				a					a			f	f		abcdf		
International delivery	119	55	4	13	1	87	32	17	70	32	58	14	18	13	7	1	*
	10%	10%	6%	22%	11%	9%	12%	5%	11%	12%	8%	8%	14%	14%	13%	5%	6%
				ab					a	a			ab	a			
Cross-Border Delivery	13	6	1	2	*	8	5	1	7	5	4	3	3	1	1	1	-
	1%	1%	1%	4%	2%	1%	2%	1%	1%	2%	1%	2%	2%	1%	2%	3%	-%
Other (PLEASE SPECIFY)	14	3	3	2	-	8	6	3	5	6	5	1	2	6	*	-	-
	1%	1%	4%	3%	-%	1%	2%	1%	1%	2%	1%	1%	1%	7%	1%	-%	-%
			a											abcef			
None of these (DO NOT READ OUT)	3	3	-	-	*	3	*	-	3	*	3	-	-	*	-	-	-
	1%	1%	-%	-%	3%	1%	1%	-%	1%	1%	1%	-%	-%	1%	-%	-%	-%
					a												
Don't Know (DO NOT READ OUT)	25	7	-	4	*	17	8	4	13	8	13	2	3	3	4	*	-
	2%	1%	-%	7%	2%	2%	3%	1%	2%	3%	2%	1%	2%	4%	7%	2%	-%
				ab											ab		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 53 (continuation)

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QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1244	541	72	51	31	30	1143	100	1098	145	957	265	21
Weighted total	1216	514	54	51	28	24	1112	103	1071	144	930	265	20
Standard delivery	946	411	42	38	19	20	877	67	842	102	731	203	10
	78%	80%	77%	74%	69%	84%	79%	66%	79%	71%	79%	77%	49%
							b		b				
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	583	251	29	24	11	14	529	52	506	75	424	144	14
	48%	49%	54%	47%	38%	59%	48%	51%	47%	52%	46%	54%	67%
											a		
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	309	143	15	13	5	4	276	31	264	44	226	73	8
	25%	28%	27%	26%	17%	18%	25%	31%	25%	30%	24%	28%	38%
Urgent delivery (send / receive mail that needs to arrive rapidly)	304	145	14	12	8	5	275	28	259	43	214	80	8
	25%	28%	25%	24%	27%	21%	25%	27%	24%	30%	23%	30%	41%
											a		
International delivery	119	62	7	9	5	6	93	24	85	32	62	53	2
	10%	12%	14%	18%	16%	23%	8%	23%	8%	22%	7%	20%	12%
							a			a		a	
Cross-Border Delivery	13	7	2	1	*	1	12	1	11	2	8	5	-
	1%	1%	4%	1%	*%	2%	1%	1%	1%	1%	1%	2%	-%
Other (PLEASE SPECIFY)	14	2	3	*	-	-	13	1	13	1	13	1	-
	1%	*%	6%	*%	-%	-%	1%	1%	1%	1%	1%	*%	-%
			a										
None of these (DO NOT READ OUT)	3	-	-	*	-	-	-	3	-	3	-	*	3
	*%	-%	-%	1%	-%	-%	-%	3%	-%	2%	-%	*%	12%
							a			a			
Don't Know (DO NOT READ OUT)	25	9	-	-	*	-	25	-	25	*	22	3	-
	2%	2%	-%	-%	2%	-%	2%	-%	2%	*%	2%	1%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 53 (continuation)

Page 625

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1244	653	225	358	1166	835	1190	624	436	273	893	399	18	306	416	1187	147
Weighted total	1216	631	213	360	1140	761	1161	575	383	259	843	382	9	279	416	1153	103
Standard delivery	946	481	168	284	883	603	897	456	302	181	665	289	8	231	305	901	86
	78%	76%	79%	79%	77%	79%	77%	79%	79%	70%	79%	76%	94%	83%	74%	78%	83%
					f	f	f	f	f		f			a			a
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	583	312	94	171	542	372	557	293	193	137	406	185	6	137	226	548	61
	48%	49%	44%	47%	48%	49%	48%	51%	50%	53%	48%	48%	66%	49%	54%	47%	60%
															b		b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	309	178	55	74	281	194	284	158	116	60	220	97	4	78	109	290	40
	25%	28%	26%	20%	25%	25%	24%	28%	30%	23%	26%	25%	44%	28%	26%	25%	39%
		c							acf								ab
Urgent delivery (send / receive mail that needs to arrive rapidly)	304	144	77	83	283	214	287	163	131	55	222	99	4	79	119	287	36
	25%	23%	36%	23%	25%	28%	25%	28%	34%	21%	26%	26%	48%	28%	29%	25%	35%
			ac			f		f	abcdfg								b
International delivery	119	59	22	37	102	80	107	80	35	51	87	55	3	30	79	112	40
	10%	9%	10%	10%	9%	11%	9%	14%	9%	20%	10%	14%	38%	11%	19%	10%	39%
							aceg			abcdeg					b		ab
Cross-Border Delivery	13	8	1	3	12	9	12	11	3	8	12	8	*	3	7	13	10
	1%	1%	1%	1%	1%	1%	1%	2%	1%	3%	1%	2%	5%	1%	2%	1%	9%
										abce							ab
Other (PLEASE SPECIFY)	14	5	4	5	14	8	14	4	7	2	8	3	-	3	3	12	2
	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	-	1%	1%	1%	2%
None of these (DO NOT READ OUT)	3	3	-	-	3	3	3	*	-	-	-	*	-	-	3	3	3
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	2%
																	b
Don't Know (DO NOT READ OUT)	25	3	7	15	25	17	25	5	7	*	17	4	-	5	12	25	-
	2%	0%	3%	4%	2%	2%	2%	1%	2%	0%	2%	1%	0%	2%	3%	2%	0%
			a	a	f	f	f				f				c		

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 53 (continuation)

Page 626

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1244	944	831	117	28	1069	1232	1143	1236	1244	1233	-	790	1231	199	172	908	161
Weighted total	1216	907	786	114	31	1043	1198	1099	1201	1216	1210	-	792	1203	181	166	886	162
Standard delivery	946	729	620	97	27	809	930	863	931	946	943	-	549	946	159	131	687	126
	78%	80%	79%	85%	85%	78%	78%	79%	78%	78%	78%	-%	69%	79% a	88% ab	79%	77%	78%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	583	441	378	67	15	487	577	522	578	583	578	-	583	577	129	87	405	89
	48%	49%	48%	59% c	47%	47%	48%	48%	48%	48%	48%	-%	74% b	48%	71% b	53%	46%	55% b
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	309	238	209	32	6	257	306	284	306	309	307	-	309	309	82	48	214	47
	25%	26%	27%	28%	19%	25%	26%	26%	25%	25%	25%	-%	39% b	26%	45% b	29%	24%	29%
Urgent delivery (send / receive mail that needs to arrive rapidly)	304	237	211	31	9	256	300	292	302	304	302	-	304	304	86	52	209	42
	25%	26%	27%	27%	28%	25%	25%	27%	25%	25%	25%	-%	38% b	25%	48% ab	32% b	24%	26%
International delivery	119	91	79	19	4	91	118	111	119	119	119	-	108	119	119	26	67	25
	10%	10%	10%	17% c	14%	9%	10%	10%	10%	10%	10%	-%	14% b	10%	66% ab	16% b	8%	15% b
Cross-Border Delivery	13	10	12	2	1	11	13	13	13	13	13	-	12	13	13	1	9	3
	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	1%	-%	1%	1%	7% ab	1%	1%	2%
Other (PLEASE SPECIFY)	14	9	12	*	-	13	14	12	14	14	14	-	6	14	1	3	9	2
	1%	1%	1%	%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%	1%	1%
None of these (DO NOT READ OUT)	3	*	*	*	-	-	3	3	3	3	3	-	3	3	3	-	3	-
	*%	%	%	%	-%	-%	%	%	%	%	%	-%	%	%	1% b	-%	%	-%
Don't Know (DO NOT READ OUT)	25	20	16	*	-	25	25	23	25	25	25	-	5	18	1	7	18	-
	2%	2%	2%	%	-%	2%	2%	2%	2%	2%	2%	-%	1%	1%	1%	4% c	2%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 53 (continuation)

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QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All respondents who receive PARCELS AND PACKETS at their location

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1244	119	87	1024	824	420	1162	82	965	63	236	986	47	209
Weighted total	1216	134	73	997	785	431	1129	87	922	58	228	966	49	208
Standard delivery	946	95	60	780	606	340	875	71	726	51	179	755	39	150
	78%	71%	82%	78%	77%	79%	77%	82%	79%	87%	78%	78%	79%	72%
Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)	583	82	44	456	378	205	545	37	441	20	107	461	27	113
	48%	61%	59%	46%	48%	47%	48%	43%	48%	35%	47%	48%	56%	54%
		c	c											
Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)	309	37	26	244	208	101	292	18	231	10	50	250	8	62
	25%	28%	35%	24%	27%	23%	26%	20%	25%	18%	22%	26%	16%	30%
			c											
Urgent delivery (send / receive mail that needs to arrive rapidly)	304	34	24	245	206	99	291	13	236	14	51	243	9	66
	25%	26%	32%	25%	26%	23%	26%	15%	26%	24%	22%	25%	19%	32%
							b							
International delivery	119	26	12	77	76	43	113	6	90	11	34	81	8	46
	10%	19%	17%	8%	10%	10%	10%	7%	10%	19%	15%	8%	16%	22%
		c	c							a	b			
Cross-Border Delivery	13	2	*	11	9	4	12	1	10	*	2	11	*	5
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%
Other (PLEASE SPECIFY)	14	2	*	12	9	4	14	-	13	-	2	12	*	1
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
None of these (DO NOT READ OUT)	3	*	-	3	3	-	3	-	*	-	-	*	-	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Don't Know (DO NOT READ OUT)	25	3	1	22	17	8	25	*	14	3	3	22	-	3
	2%	2%	1%	2%	2%	2%	2%	1%	2%	5%	1%	2%	1%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 53 (continuation)

Page 628

QV9b3. Which of the following types of services does each of the types of mail you receive fall into? Parcels and packets

Base: All respondents who receive PARCELS AND PACKETS at their location

Significance Level: 95%

Unweighted total

Weighted total

Standard delivery

Tracked service (send / receive mail for which you need to be able to monitor its progress through the postal system)

Timed delivery (send / receive mail which is guaranteed to arrive by a specific time, e.g. by 9am next day or 1pm next day delivery)

Urgent delivery (send / receive mail that needs to arrive rapidly)

International delivery

Cross-Border Delivery

Other (PLEASE SPECIFY)

None of these (DO NOT READ OUT)

Don't Know (DO NOT READ OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1244	227	5	299	306	312	327
1216	228	7	296	300	288	332
946	167	6	230	227	221	268
78%	73%	82%	78%	75%	77%	81%
583	125	3	138	123	145	177
48%	55%	42%	46%	41%	50% b	53% b
309	62	2	71	63	79	96
25%	27%	23%	24%	21%	27%	29% b
304	67	2	63	55	83	103
25%	30%	23%	21%	18%	29% ab	31% ab
119	49	-	37	33	23	25
10%	22%	-%	13% d	11%	8%	7%
13	5	-	3	3	3	5
1%	2%	-%	1%	1%	1%	1%
14	1	-	9	3	1	1
1%	*%	-%	3% cd	1%	*%	*%
3	3	-	*	3	-	-
*%	1%	-%	*%	1%	-%	-%
25	3	-	5	4	5	11
2%	1%	-%	2%	1%	2%	3%

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
6am - 8.59am	31 2%	4 4%	2 1%	- -	3 3%	3 2%	3 1%	5 2%	4 3%	1 1%	3 3%	2 3%	1 1%	26 2%
9am - 11.59am	917 59%	60 69%	85 56%	80 52%	47 54%	70 57%	171 61%	140 62%	87 65%	45 44%	45 56%	44 63%	43 63%	785 58%
		bcdij					i	i	i		i	i	i	i
12pm - 2.59pm	497 32%	21 25%	59 39%	60 39%	32 36%	44 36%	88 32%	58 26%	32 24%	41 40%	27 34%	15 21%	20 30%	435 32%
			aghk	hk	hk	hk	k			aghk	hk			k
3pm - 5.59pm	17 1%	- -	2 1%	* %	* %	1 1%	3 1%	3 1%	5 3%	2 1%	* 1%	1 1%	1 1%	15 1%
									m					
6pm - 5.59am	12 1%	- -	2 1%	- -	1 2%	- -	- -	2 1%	3 2%	1 1%	1 1%	1 2%	* 1%	10 1%
Don't know	89 6%	2 2%	4 2%	15 10%	4 5%	5 4%	14 5%	17 8%	3 2%	12 12%	4 4%	7 10%	3 4%	76 6%
				abh						abefhjlm		abhjlm		
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 54 (continuation)

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QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

2%

9am - 11.59am

59%

12pm - 2.59pm

32%

3pm - 5.59pm

1%

6pm - 5.59am

1%

Don't know

89

6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1563	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1564	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
31	10	2	-	3	4	2	10	29	1	1	*	2	6	25
2%	8%	2%	-%	2%	1%	2%	2%	2%	3%	4%	3%	4%	1%	3%
	bdeg												a	
917	52	76	14	62	264	39	386	876	26	9	6	41	479	437
59%	43%	56%	66%	44%	73%	47%	58%	58%	64%	64%	74%	65%	59%	58%
	a	a			abdfg	ad					a			
497	50	50	7	59	72	36	207	482	11	4	1	16	255	242
32%	42%	37%	32%	42%	20%	43%	31%	32%	27%	26%	17%	25%	32%	32%
	eg	e		eg		eg	e	de						
17	3	*	-	5	1	*	7	16	1	*	-	1	10	7
1%	2%	-%	-%	4%	-%	-%	1%	1%	2%	1%	-%	2%	1%	1%
	e			beg										
12	3	*	-	2	5	-	1	12	-	-	-	-	5	7
1%	3%	-%	-%	1%	2%	-%	-%	1%	-%	-%	-%	-%	1%	1%
	g				g									
89	3	7	*	8	13	7	49	87	2	1	*	3	53	36
6%	2%	5%	2%	6%	4%	8%	7%	6%	4%	5%	6%	4%	7%	5%
							ae							

Ofcom; Business Postal Tracker

Table 54 (continuation)

Page 631

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
6am - 8.59am	31	16	3	2	1	27	4	15	13	4	19	3	5	2	*	*	-
	2%	2%	4%	2%	3%	2%	1%	3%	2%	1%	2%	1%	3%	2%	1%	1%	-%
9am - 11.59am	917	421	47	42	9	738	179	304	433	179	536	156	92	76	28	15	3
	59%	56%	64%	60%	57%	58%	61%	60%	57%	61%	58%	61%	58%	63%	46%	66%	100%
		e	e			e					e	e		e		e	
12pm - 2.59pm	497	246	22	21	5	400	97	146	254	97	293	82	48	36	29	6	-
	32%	33%	30%	31%	34%	32%	33%	29%	33%	33%	32%	32%	30%	30%	48%	26%	-%
															abcd		
3pm - 5.59pm	17	10	-	1	-	16	2	8	8	2	15	*	*	2	*	-	-
	1%	1%	-%	1%	-%	1%	1%	2%	1%	1%	2%	-%	-%	1%	-%	-%	-%
6pm - 5.59am	12	6	1	-	-	12	*	4	7	*	11	-	1	-	-	-	-
	1%	1%	2%	-%	-%	1%	-%	1%	1%	-%	1%	-%	1%	-%	-%	-%	-%
Don't know	89	47	*	4	1	77	12	29	48	12	53	14	12	5	3	2	-
	6%	6%	1%	6%	5%	6%	4%	6%	6%	4%	6%	5%	7%	4%	5%	7%	-%
		b															

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 54 (continuation)

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QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	*e	a	b	a	b	a	b	*c
1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
31	8	2	1	*	-	31	*	31	*	29	2	-
2%	1%	3%	1%	1%	-%	2%	*%	2%	*%	2%	1%	-%
917	354	36	25	20	14	862	55	830	87	726	191	-
59%	61%	63%	54%	70%	66%	58%	65%	58%	69%	57%	67%	-%
									a		a	
497	191	15	16	7	6	470	27	460	37	412	86	-
32%	33%	27%	35%	25%	30%	32%	33%	32%	29%	32%	30%	-%
17	3	-	*	-	-	17	1	17	1	17	1	-
1%	*%	-%	*%	-%	-%	1%	1%	1%	*%	1%	*%	-%
12	2	*	-	-	-	12	*	12	*	12	*	-
1%	*%	1%	-%	-%	-%	1%	1%	1%	*%	1%	*%	-%
89	25	4	4	1	1	89	*	88	1	85	5	-
6%	4%	7%	9%	4%	4%	6%	*%	6%	1%	7%	2%	-%
						b		b		b		

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly						Use of parcels			Types of service used			
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
6am - 8.59am	31	22	2	7	28	13	28	8	3	1	24	4	-	7	4	29	1
	2%	3%	1%	2%	2%	1%	2%	1%	1%	1%	2%	1%	-%	2%	1%	2%	1%
9am - 11.59am	917	522	140	244	860	532	875	393	275	177	632	261	5	180	282	869	67
	59%	62% bc	54%	55%	58%	59%	58%	64% abc	61%	64%	59%	66% c	52%	56%	61%	58%	62%
12pm - 2.59pm	497	233	101	160	473	314	482	185	135	79	341	113	4	117	133	480	29
	32%	28%	39% a	36% a	32%	35%	32%	30%	30%	28%	32%	28%	43%	36% a	29%	32%	27%
3pm - 5.59pm	17	9	5	3	17	11	17	3	6	1	12	1	-	2	5	17	3
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	3%
6pm - 5.59am	12	9	-	3	11	2	12	2	3	*	11	*	-	2	1	12	-
	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%
Don't know	89	52	8	27	86	37	87	28	30	18	46	18	*	16	37	87	8
	6%	6%	3%	6%	6%	4%	6%	5%	7%	7%	4%	5%	4%	5%	8%	6%	7%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 54 (continuation)

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QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
6am - 8.59am	31	24	*	-	30	31	26	31	18	29	-	9	31	5	2	24	5
	2%	1%	%	-%	2%	2%	2%	2%	2%	2%	-%	1%	2%	3%	1%	2%	3%
9am - 11.59am	917	698	78	26	813	899	780	904	711	909	-	490	904	104	117	695	100
	59%	59%	57%	59%	59%	58%	59%	59%	59%	59%	-%	61%	59%	59%	62%	59%	50%
															c	c	
12pm - 2.59pm	497	389	52	12	427	490	422	490	383	484	-	244	487	45	65	362	70
	32%	32%	38%	26%	31%	32%	32%	32%	32%	32%	-%	30%	32%	26%	34%	31%	35%
3pm - 5.59pm	17	15	2	-	15	17	15	17	13	17	-	7	17	4	*	12	5
	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	%	1%	3%
																	a
6pm - 5.59am	12	5	1	1	11	12	10	12	10	12	-	6	12	*	-	12	*
	1%	%	1%	3%	1%	1%	1%	1%	1%	1%	-%	1%	1%	%	-	1%	%
Don't know	89	71	3	5	81	88	68	89	60	83	-	44	86	17	5	67	17
	6%	6%	3%	12%	6%	6%	5%	6%	5%	5%	-%	6%	6%	9%	3%	6%	9%
				a									ab				a

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
6am - 8.59am	31	2	1	28	20	11	22	9	27	-	6	25	-	2
	2%	2%	1%	2%	2%	2%	2%	6%	2%	-%	2%	2%	-%	1%
								a						
9am - 11.59am	917	82	57	766	577	340	820	97	764	23	142	775	42	119
	59%	62%	68%	57%	58%	59%	58%	67%	63%	29%	49%	61%	80%	60%
			c					a	b			a	b	
12pm - 2.59pm	497	38	20	439	322	176	468	29	353	41	105	392	10	74
	32%	29%	24%	33%	33%	30%	33%	20%	29%	53%	36%	31%	19%	37%
							b			a			a	
3pm - 5.59pm	17	2	2	14	10	7	17	*	7	4	4	13	-	1
	1%	1%	2%	1%	1%	1%	1%	%	1%	5%	1%	1%	-%	%
										a				
6pm - 5.59am	12	*	2	10	6	6	10	2	6	*	4	8	-	*
	1%	%	2%	1%	1%	1%	1%	1%	%	1%	1%	1%	-%	%
Don't know	89	8	3	79	54	36	83	6	57	10	29	60	1	3
	6%	6%	3%	6%	5%	6%	6%	4%	5%	12%	10%	5%	1%	1%
										a	b			

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QRM1. At what time do you usually receive your Royal Mail delivery at your premises?

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

6am - 8.59am

9am - 11.59am

12pm - 2.59pm

3pm - 5.59pm

6pm - 5.59am

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
31	2	-	7	14	6	4
2%	1%	-%	2%	4%	1%	1%
				d		
917	138	5	204	229	241	243
59%	63%	66%	54%	59%	61%	60%
				a		
497	76	2	139	115	124	119
32%	34%	34%	37%	30%	32%	30%
			bd			
17	1	-	6	3	6	3
1%	1%	-%	2%	1%	2%	1%
	*	-	2	8	-	2
12	1%	-%	1%	2%	-%	1%
				ac		
89	2	-	23	20	16	30
6%	1%	-%	6%	5%	4%	8%
						c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
Very Dissatisfied	20 1%	1 1%	* %	5 3%	1 1%	1 1%	5 2%	3 1%	- -%	- -%	2 2%	1 1%	* 1%	17 1%
Fairly Dissatisfied	58 4%	2 2%	7 5%	5 3%	3 3%	3 2%	9 3%	11 5%	5 4%	7 7%	3 4%	3 4%	* 1%	52 4%
			l					l	l	l	l	l		l
Neither Satisfied Nor Dissatisfied	269 17%	12 14%	26 17%	40 26%	9 10%	14 11%	60 22%	36 16%	28 21%	18 17%	9 12%	10 15%	6 9%	243 18%
			l	dejkl			dejl		dejl					jl
Fairly Satisfied	615 39%	45 53%	68 44%	65 42%	39 44%	48 39%	93 33%	72 32%	52 39%	43 42%	35 43%	25 36%	30 44%	525 39%
		fgkm	g								g		g	
Very Satisfied	598 38%	24 28%	50 33%	39 25%	36 41%	56 45%	113 40%	104 46%	48 36%	35 34%	31 39%	30 43%	31 46%	506 38%
					c	abc	c	abc			c	ac	abcm	c
Don't Know (DO NOT READ OUT)	4 %	1 1%	2 1%	- -%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	4 %
NET: Satisfied	1213 78%	69 81%	119 77%	104 68%	74 85%	105 84%	205 73%	176 78%	100 75%	78 76%	66 82%	55 80%	61 89%	1031 77%
					cf	cf					c	cbcfghijk	m	
NET: Dissatisfied	78 5%	3 4%	7 5%	10 7%	4 5%	4 3%	14 5%	14 6%	5 4%	7 7%	5 6%	4 5%	1 1%	69 5%
				l			l	l		l	l	l		l
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 55 (continuation)

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QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very Dissatisfied	20 1%	1 1%	3 2%	- -%	* %	2 1%	1 1%	10 2%	19 1%	1 3%	* 1%	- -%	1 2%	11 1%	10 1%
Fairly Dissatisfied	58 4%	4 3%	5 4%	- -%	7 5%	13 4%	2 2%	25 4%	55 4%	2 4%	1 5%	* 2%	3 4%	27 3%	30 4%
Neither Satisfied Nor Dissatisfied	269 17%	26 21%	28 20%	7 31%	27 19%	53 15%	16 19%	112 17%	259 17%	7 16%	2 15%	1 16%	10 16%	162 20% b	107 14%
Fairly Satisfied	615 39%	48 40%	48 35%	13 59%	60 43%	132 37%	40 48%	251 38%	589 39%	15 38%	6 42%	4 53% a	26 41%	326 40%	290 38%
Very Satisfied	598 38%	42 35%	53 39%	2 10%	46 33%	160 45% d	23 28%	260 39%	575 38%	15 38%	5 36%	2 29%	23 36%	282 35%	316 42% a
Don't Know (DO NOT READ OUT)	4 *%	- -%	- -%	- -%	- -%	- -%	2 2% e	3 *%	4 *%	- -%	- -%	- -%	- -%	2 *%	3 *%
NET: Satisfied	1213 78%	90 75%	100 74%	15 69%	106 76%	292 81%	62 76%	511 77%	1165 78%	31 77%	11 78%	7 82%	49 78%	608 75%	606 80% a
NET: Dissatisfied	78 5%	5 4%	8 6%	- -%	8 5%	15 4%	3 4%	35 5%	74 5%	3 7%	1 7%	* 2%	4 6%	38 5%	40 5%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 55 (continuation)

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QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very Dissatisfied	20 1%	13 2%	1 2%	3 4%	* 1%	16 1%	4 1%	8 2%	8 1%	4 1%	13 1%	* *%	3 2% b	3 3% b	- -%	1 3% b	- -%
Fairly Dissatisfied	58 4%	24 3%	2 3%	5 7%	2 16% ab	41 3%	17 6% a	6 1%	35 5% a	17 6% a	36 4%	4 1%	6 4%	6 5% b	5 8% b	1 6% b	- -%
Neither Satisfied Nor Dissatisfied	269 17%	138 18%	11 15%	13 19%	2 15%	207 16%	61 21% a	71 14%	136 18%	61 21% a	146 16%	52 20%	30 19%	18 15%	16 27% ad	5 22%	- -%
Fairly Satisfied	615 39%	301 40%	27 37%	29 41%	6 37%	487 38%	128 43%	176 35%	311 41% a	128 43% a	334 36%	130 51% ade	70 44% a	44 37%	22 37%	10 42%	* 6%
Very Satisfied	598 38%	271 36%	32 44%	20 29%	5 32%	514 40% b	84 28%	245 48% bc	269 35% c	84 28%	394 43% bcdf	70 27%	49 31%	49 41% b	17 28%	6 27%	3 94%
Don't Know (DO NOT READ OUT)	4 *%	- -%	- -%	- -%	- -%	4 *%	- -%	1 % bc	3 *% c	- -%	3 % bcdf	1 *% e	- -%	- -%	- -%	- -%	- -%
NET: Satisfied	1213 78%	572 77%	59 81%	49 70%	11 68%	1001 79% b	212 72%	421 83% bc	581 76%	212 72%	728 79% e	200 78% e	119 75%	93 77%	39 66%	16 69%	3 100%
NET: Dissatisfied	78 5%	37 5%	3 4%	8 11% a	3 17% ab	57 4%	21 7% a	14 3%	43 6% a	21 7% a	49 5% b	4 2%	9 6% b	9 8% b	5 8% b	2 9% b	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 55 (continuation)

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QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very Dissatisfied	20	6	-	-	-	*	18	2	18	3	16	4	-
	1%	1%	-%	-%	-%	2%	1%	3%	1%	2%	1%	2%	-%
Fairly Dissatisfied	58	25	1	10	*	*	49	9	47	11	47	11	-
	4%	4%	2%	22%	1%	2%	3%	10%	3%	8%	4%	4%	-%
				abd				a		a			
Neither Satisfied Nor Dissatisfied	269	109	13	8	2	3	254	15	245	23	210	58	-
	17%	19%	23%	18%	7%	12%	17%	18%	17%	18%	16%	20%	-%
Fairly Satisfied	615	253	25	18	12	9	579	36	562	53	501	114	-
	39%	43%	45%	37%	41%	43%	39%	44%	39%	42%	39%	40%	-%
Very Satisfied	598	185	17	11	15	9	577	21	561	38	504	94	-
	38%	32%	29%	22%	51%	41%	39%	25%	39%	30%	39%	33%	-%
				abc			b		b		b		
Don't Know (DO NOT READ OUT)	4	4	-	-	-	-	4	-	4	-	1	3	-
	*%	1%	-%	-%	-%	-%	*%	-%	*%	-%	*%	1%	-%
												a	
NET: Satisfied	1213	438	42	28	27	18	1156	58	1123	90	1005	208	-
	78%	75%	74%	60%	92%	84%	78%	69%	78%	71%	79%	73%	-%
		c		abc			b				b		
NET: Dissatisfied	78	31	1	10	*	1	67	11	65	13	63	15	-
	5%	5%	2%	22%	1%	4%	5%	13%	5%	10%	5%	5%	-%
				abd				a		a			
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very Dissatisfied	20 1%	6 1%	3 1%	11 2% a	19 1%	9 1%	19 1%	5 1%	4 1%	7 3%	14 1%	6 2% c	- -%	* *%	9 2%	20 1%	4 4% b
Fairly Dissatisfied	58 4%	27 3%	14 5%	17 4%	56 4%	37 4%	56 4%	32 5%	17 4%	13 5%	40 4%	16 4%	* 4%	21 6%	23 5%	56 4%	6 5%
Neither Satisfied Nor Dissatisfied	269 17%	146 17%	39 15%	77 17%	256 17%	168 19%	260 17%	107 17%	76 17%	47 17%	191 18%	65 16%	2 20%	67 21%	82 18%	260 17%	15 14%
Fairly Satisfied	615 39%	332 39%	113 44%	164 37%	586 40%	381 42%	595 40%	271 44%	195 43%	116 42%	420 39%	167 42%	6 55%	141 43%	187 41%	589 39%	44 41%
Very Satisfied	598 38%	333 39%	88 34%	172 39%	554 38% d	311 34%	567 38% d	202 33%	162 36%	90 33%	399 37% d	139 35%	2 21%	94 29%	157 34%	568 38%	37 34%
Don't Know (DO NOT READ OUT)	4 *%	2 *%	- -%	3 1%	4 *%	1 *%	4 *%	3 *%	- -%	3 1% beg	1 *%	3 1%	- -%	1 *%	3 1%	3 *%	1 1% b
NET: Satisfied	1213 78%	665 79%	201 78%	336 76%	1140 77%	692 76%	1161 77%	473 76%	356 79%	206 74%	820 77%	307 77%	8 75%	235 73%	344 75%	1157 77%	81 75%
NET: Dissatisfied	78 5%	34 4%	16 6%	28 6%	75 5%	47 5%	76 5%	37 6%	21 5%	21 8%	54 5%	22 6%	* 4%	21 6%	33 7%	76 5%	10 9% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Very Dissatisfied	20 1%	14 1%	16 2%	5 3%	- -%	16 1%	20 1%	15 1%	20 1%	10 1%	20 1%	- -%	8 1%	20 1%	5 3%	1 *%	13 1%	6 3%
				c											ab			b
Fairly Dissatisfied	58 4%	43 4%	35 4%	10 8%	* 1%	45 3%	58 4%	48 4%	58 4%	48 4%	55 4%	- -%	30 4%	58 4%	11 6%	10 5%	37 3%	11 5%
				c														
Neither Satisfied Nor Dissatisfied	269 17%	209 17%	183 18%	33 24%	18 41%	213 15%	262 17%	235 18%	262 17%	214 18%	265 17%	- -%	152 19%	262 17%	19 11%	28 15%	184 16%	56 28%
				c	ac								c	c				ab
Fairly Satisfied	615 39%	474 39%	404 41%	56 41%	17 38%	544 39%	610 40%	536 41%	612 40%	478 40%	605 39%	- -%	336 42%	605 39%	83 47%	72 38%	463 39%	76 38%
															b			
Very Satisfied	598 38%	462 38%	355 36%	33 24%	9 21%	556 40%	582 38%	484 37%	586 38%	443 37%	586 38%	- -%	274 34%	591 38%	58 33%	77 41%	471 40%	49 25%
						ab								a		c	c	
Don't Know (DO NOT READ OUT)	4 *%	1 *%	1 *%	- -%	- -%	4 *%	4 *%	3 *%	4 *%	1 *%	4 *%	- -%	2 *%	3 *%	- -%	- -%	4 *%	- -%
NET: Satisfied	1213 78%	936 78%	759 76%	90 65%	26 58%	1100 80%	1193 78%	1020 77%	1198 78%	922 77%	1190 78%	- -%	610 76%	1195 78%	141 80%	149 79%	934 80%	126 63%
						ab										c	c	
NET: Dissatisfied	78 5%	58 5%	51 5%	15 11%	* 1%	60 4%	78 5%	64 5%	78 5%	58 5%	76 5%	- -%	38 5%	77 5%	16 9%	10 6%	50 4%	17 9%
				c											ab			b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very Dissatisfied	20 1%	1 1%	3 4% c	16 1%	16 2%	4 1%	20 1%	* **%	- -%	20 26% a	13 5% b	7 1%	* **%	4 2%
Fairly Dissatisfied	58 4%	9 7% c	4 5%	45 3%	35 3%	23 4%	57 4% b	* **%	- -%	58 74% a	23 8% b	34 3%	2 4%	8 4%
Neither Satisfied Nor Dissatisfied	269 17%	30 23%	21 25% c	217 16%	189 19% b	80 14%	251 18%	18 12%	- -%	- -%	97 33% b	172 14%	9 17%	44 22%
Fairly Satisfied	615 39%	46 34%	32 38%	534 40%	384 39%	231 40%	567 40%	49 34%	615 51% b	- -%	117 40%	498 39%	20 39%	78 39%
Very Satisfied	598 38%	46 35%	24 28%	521 39% b	364 37%	234 41%	521 37%	77 54% a	598 49% b	- -%	36 12%	562 44% a	19 37%	64 32%
Don't Know (DO NOT READ OUT)	4 *%	- -%	- -%	4 *%	1 *%	3 *%	4 *%	- -%	- -%	- -%	3 1% b	1 *%	1 2%	2 1%
NET: Satisfied	1213 78%	92 69%	55 66%	1055 79% ab	748 76%	465 81% a	1087 77%	126 87% a	1213 100% b	- -%	153 53%	1060 83% a	40 76%	142 71%
NET: Dissatisfied	78 5%	10 8%	7 8%	61 5%	50 5%	28 5%	78 5% b	1 *%	- -%	78 100% a	37 13% b	41 3%	2 4%	12 6%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QRM2. Thinking generally about the service your organisation receives as a whole, how satisfied are you with the overall quality of the services you receive from Royal Mail as a recipient and sender?

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
20	4	-	9	4	1	6
1%	2%	-%	2%	1%	1%	1%
			c			
58	10	-	12	13	16	17
4%	5%	-%	3%	3%	4%	4%
269	42	-	75	77	57	59
17%	19%	-%	20%	20%	15%	15%
615	83	6	141	142	162	171
39%	38%	82%	37%	36%	41%	43%
598	79	-	142	152	154	150
38%	36%	-%	37%	39%	39%	37%
4	2	1	1	2	1	-
1%	1%	18%	1%	1%	1%	-%
1213	161	6	283	293	316	321
78%	73%	82%	74%	75%	81%	80%
					a	
78	14	-	21	17	18	22
5%	7%	-%	5%	4%	4%	6%

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Table 56

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Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	a	b	c	d	e	f	g	h	i	j	k	l	m	
	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
	62	1	11	8	3	4	11	8	3	3	5	4	1	52
	4%	2%	7%	5%	3%	3%	4%	4%	2%	3%	6%	6%	1%	4%
	149	5	13	17	7	9	33	19	22	11	6	4	3	136
	10%	5%	9%	11%	8%	8%	12%	8%	16%	11%	8%	6%	4%	10%
									æijklm					
	299	17	37	27	10	26	64	49	21	15	10	11	14	264
	19%	20%	24%	17%	11%	21%	23%	22%	16%	14%	12%	16%	20%	20%
			dj			j	dj	dj					j	dj
	508	34	48	64	29	31	79	67	40	43	28	23	22	435
	32%	40%	31%	41%	34%	25%	28%	30%	30%	42%	36%	33%	32%	32%
		e		e						ef	e			
	528	28	42	37	37	54	93	78	46	30	29	26	28	445
	34%	33%	28%	24%	42%	44%	33%	34%	35%	29%	36%	38%	41%	33%
				bc	bcim						c	bcim		
18	-	2	2	1	-	-	5	2	1	2	1	1	14	
1%	-%	1%	2%	1%	-%	-%	2%	1%	1%	2%	1%	1%	1%	
1036	63	90	100	67	85	172	145	86	72	57	49	50	880	
66%	73%	59%	65%	76%	68%	61%	64%	65%	71%	72%	70%	73%	65%	
	b			bfm						bf	b	bfm		
212	6	25	25	10	13	44	27	25	14	11	8	4	189	
14%	7%	16%	16%	11%	11%	16%	12%	19%	13%	14%	12%	5%	14%	
								al						

Ofcom; Business Postal Tracker

Table 56 (continuation)

Page 646

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very Dissatisfied	62 4%	6 5%	6 4%	2 7%	7 5%	9 2%	1 1%	26 4%	58 4%	3 6%	1 7%	* 3%	4 6%	34 4%	28 4%
Fairly Dissatisfied	149 10%	15 12%	15 11%	2 8%	18 13%	27 8%	14 17%	52 8%	143 10%	3 9%	2 14%	1 8%	6 10%	76 9%	73 10%
Neither Satisfied Nor Dissatisfied	299 19%	18 15%	30 22% e	9 39%	26 18%	54 15%	21 26% e	134 20% e	289 19%	6 14%	2 13%	2 26% b	10 16%	169 21%	130 17%
Fairly Satisfied	508 32%	42 35%	38 28%	6 27%	44 31%	117 32%	28 34%	221 34%	487 32%	13 32%	5 35%	3 36%	21 33%	265 33%	243 32%
Very Satisfied	528 34%	37 31%	42 31%	4 19%	45 32%	150 42% abfg	18 22%	218 33%	507 34%	15 37%	4 29%	2 26%	21 33%	254 31%	274 36% a
Don't Know (DO NOT READ OUT)	18 1%	2 2%	4 3% d	- -%	- -%	3 1%	1 1%	8 1%	17 1%	1 2%	* 2%	- -%	1 1%	11 1%	6 1%
NET: Satisfied	1036 66%	80 66%	80 59%	10 46%	89 63%	267 74% bdfg	46 56%	440 67%	994 66%	28 69%	9 64%	5 62%	42 67%	519 64%	517 69%
NET: Dissatisfied	212 14%	21 18% e	21 15%	3 15%	26 18% eg	36 10%	14 18%	79 12%	202 13%	6 15%	3 21% a	1 12%	10 16%	110 14%	102 13%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 56 (continuation)

Page 647

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very Dissatisfied	62 4%	33 4%	3 4%	4 6%	3 17% abc	53 4%	9 3%	14 3%	39 5%	9 3%	35 4%	6 2%	9 6%	11 9%	1 1%	* 2%	- -%
Fairly Dissatisfied	149 10%	73 10%	8 11%	9 12%	3 17%	110 9%	40 13% a	31 6%	79 10% a	40 13% a	72 8%	26 10%	21 13% a	17 14% a	9 16% a	3 15% a	- -%
Neither Satisfied Nor Dissatisfied	299 19%	145 19% b	6 8%	14 20% b	3 21% b	243 19%	56 19%	93 18%	149 20%	56 19%	169 18%	50 20%	26 16%	29 24% abc	19 32%	4 17%	* 6%
Fairly Satisfied	508 32%	236 32% d	32 44% ad	23 34% d	2 12%	390 31%	118 40% a	136 27%	254 33% a	118 40% ab	290 31%	102 40% ad	53 33%	29 24%	20 33%	9 38% d	- -%
Very Satisfied	528 34%	246 33%	24 33%	19 27%	5 34%	460 36% b	68 23%	226 45% bc	235 31% c	68 23%	352 38% bcdef	68 27%	45 29%	35 29%	11 18%	6 24%	3 94%
Don't Know (DO NOT READ OUT)	18 1%	12 2%	- -%	* % *	- -%	14 1%	4 1%	7 1%	7 1%	4 1%	9 1%	4 1%	4 2%	* % *	* % *	1 3% d	- -%
NET: Satisfied	1036 66%	482 65% d	56 77% acd	43 61%	7 45%	850 67%	186 63%	362 71% bc	489 64%	186 63%	642 69% de	170 66% de	98 62%	64 53%	30 51%	14 62%	3 94%
NET: Dissatisfied	212 14%	107 14%	11 15%	13 18%	5 34% abc	163 13%	49 17%	45 9%	118 15% a	49 17% a	106 11%	32 13%	30 19% a	28 23% ab	10 17%	4 17%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 56 (continuation)

Page 648

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very Dissatisfied	62	22	2	3	*	2	56	6	55	7	53	9	-
	4%	4%	3%	5%	1%	8%	4%	7%	4%	5%	4%	3%	-%
Fairly Dissatisfied	149	66	2	4	*	3	141	8	134	16	118	31	-
	10%	11%	3%	8%	2%	16%	10%	10%	9%	12%	9%	11%	-%
		b											
Neither Satisfied Nor Dissatisfied	299	109	18	10	7	*	287	12	282	17	244	55	-
	19%	19%	32%	21%	24%	2%	19%	14%	20%	13%	19%	19%	-%
		a											
Fairly Satisfied	508	199	16	21	18	5	473	35	456	52	406	102	-
	32%	34%	28%	44%	61%	23%	32%	41%	32%	41%	32%	36%	-%
					ab					a			
Very Satisfied	528	181	18	9	3	11	505	23	493	36	441	88	-
	34%	31%	33%	18%	11%	51%	34%	27%	34%	28%	34%	31%	-%
		d	d										
Don't Know (DO NOT READ OUT)	18	6	1	2	*	-	18	-	18	-	17	1	-
	1%	1%	1%	4%	2%	-%	1%	-%	1%	-%	1%	1%	-%
NET: Satisfied	1036	379	34	29	21	16	979	58	949	88	847	189	-
	66%	65%	61%	63%	72%	74%	66%	69%	66%	69%	66%	66%	-%
NET: Dissatisfied	212	87	4	6	1	5	197	14	189	23	172	40	-
	14%	15%	6%	13%	2%	24%	13%	17%	13%	18%	13%	14%	-%
		b											
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 56 (continuation)

Page 649

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very Dissatisfied	62 4%	28 3%	12 5%	22 5%	60 4%	41 4%	61 4%	24 4%	13 3%	14 5%	50 5%	14 3%	1 14%	13 4%	21 5%	61 4%	8 7%
Fairly Dissatisfied	149 10%	76 9%	30 12%	43 10%	142 10%	96 11%	145 10%	63 10%	41 9%	26 9%	97 9%	35 9%	1 8%	39 12%	43 9%	146 10%	9 9%
Neither Satisfied Nor Dissatisfied	299 19%	137 16%	58 23% a	98 22% a	282 19%	188 21%	289 19%	112 18%	92 20%	57 21%	209 20%	80 20%	1 6%	62 19%	82 18%	290 19%	18 16%
Fairly Satisfied	508 32%	280 33%	79 31%	143 32%	487 33%	300 33%	491 33%	219 35%	158 35%	99 36%	356 33%	141 36%	5 53%	108 33%	165 36%	484 32%	42 39%
Very Satisfied	528 34%	312 37% bc	77 30%	134 30%	487 33%	274 30%	499 33%	192 31%	139 31%	77 28%	345 32%	123 31%	2 18%	96 30%	143 31%	498 33%	30 28%
Don't Know (DO NOT READ OUT)	18 1%	13 2%	1 *%	4 1%	17 1%	10 1%	17 1%	9 1%	11 2% cg	3 1%	11 1%	3 1%	- -%	6 2%	8 2%	18 1%	1 *%
NET: Satisfied	1036 66%	592 70% bc	156 61%	276 62%	974 66%	574 63%	990 66%	411 66%	297 66%	176 64%	700 66%	265 67%	7 72%	204 63%	308 67%	982 66%	72 67%
NET: Dissatisfied	212 14%	104 12%	42 16%	66 15%	203 14%	137 15%	206 14%	87 14%	54 12%	40 14%	147 14%	48 12%	2 22%	53 16%	64 14%	207 14%	17 16%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 56 (continuation)

Page 650

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Very Dissatisfied	62 4%	50 4%	37 4%	8 6%	2 4%	50 4%	62 4%	57 4%	62 4%	47 4%	62 4%	- -%	31 4%	61 4%	13 7%	6 3%	37 3%	19 10%
															ab			ab
Fairly Dissatisfied	149 10%	127 11%	90 9%	13 10%	8 19% c	124 9%	149 10%	128 10%	149 10%	104 9%	143 9%	- -%	73 9%	145 9%	14 8%	7 4%	111 10% a	31 16% ab
Neither Satisfied Nor Dissatisfied	299 19%	233 19%	211 21%	33 24%	12 27%	251 18%	297 19%	260 20%	299 19%	242 20%	295 19%	- -%	150 19%	298 19%	30 17%	39 21%	217 19%	42 21%
Fairly Satisfied	508 32%	379 31%	339 34%	55 40%	18 40%	442 32%	498 32%	442 33%	501 32%	397 33%	499 33%	- -%	287 36%	496 32%	76 43%	72 38%	366 31%	65 33%
															ab			
Very Satisfied	528 34%	401 33%	306 31%	27 20% b	2 4%	495 36% ab	514 33%	424 32%	514 33%	396 33%	521 34%	- -%	254 32% c	520 34% c	42 24%	63 34% c	429 37% c	35 18% 18%
Don't Know (DO NOT READ OUT)	18 1%	13 1%	11 1%	1 1%	3 6% ac	14 1%	18 1%	10 1%	18 1%	8 1%	15 1%	- -%	6 1%	17 1%	* *%	1 *%	11 1%	6 3% ab
NET: Satisfied	1036 66%	779 65%	645 65%	82 60%	19 44%	938 68% ab	1012 66%	866 66%	1015 66%	794 66%	1020 66%	- -%	541 68%	1016 66%	118 67%	136 72% c	795 68% c	100 50%
NET: Dissatisfied	212 14%	178 15%	127 13%	21 15%	10 23%	175 13%	211 14%	185 14%	211 14%	151 13%	205 13%	- -%	105 13%	207 13%	27 15%	13 7%	148 13% a	50 25% ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 56 (continuation)

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Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very Dissatisfied	62 4%	5 4%	3 3%	54 4%	46 5%	16 3%	62 4% b	- -%	11 1%	29 37% a	30 10% b	33 3%	* 1%	8 4%
Fairly Dissatisfied	149 10%	16 12%	6 7%	128 10%	102 10%	48 8%	140 10%	9 6%	60 5%	23 29% a	54 19% b	96 8%	4 8%	25 12%
Neither Satisfied Nor Dissatisfied	299 19%	23 17%	29 35% ac	247 18%	179 18%	120 21%	275 19%	24 17%	178 15%	11 14%	73 25% b	226 18%	9 18%	44 22%
Fairly Satisfied	508 32%	49 37%	28 34%	426 32%	341 34% b	167 29%	475 33% b	33 23%	446 37% b	10 13%	87 30%	421 33%	22 42%	67 33%
Very Satisfied	528 34%	40 30%	18 21%	464 35% b	310 31%	218 38% a	452 32%	76 53% a	506 42% b	5 6%	44 15%	485 38% a	16 32%	56 28%
Don't Know (DO NOT READ OUT)	18 1%	* *%	* 1%	17 1%	11 1%	6 1%	15 1%	2 1%	12 1%	1 1%	3 1%	14 1%	- -%	1 *%
NET: Satisfied	1036 66%	89 67%	46 55%	890 67% b	651 66%	385 67%	927 65%	109 76% a	952 78% b	15 19%	130 45%	906 71% a	38 73%	122 61%
NET: Dissatisfied	212 14%	20 15%	8 10%	182 14%	148 15% b	64 11%	203 14% b	9 6%	72 6%	52 67% a	83 29% b	128 10%	5 9%	33 16%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 56 (continuation)

Page 652

Delivery time (when you receive your mail delivery) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
62	7	-	21	18	9	14
4%	3%	-%	6%	5%	2%	4%
			c			
149	26	-	41	35	36	36
10%	12%	-%	11%	9%	9%	9%
299	43	2	86	66	79	68
19%	20%	34%	23%	17%	20%	17%
			bd			
508	76	2	111	136	135	126
32%	35%	24%	29%	35%	34%	31%
528	67	3	117	131	132	149
34%	30%	42%	31%	34%	34%	37%
18	1	-	3	4	2	8
1%	1%	-%	1%	1%	1%	2%
1036	143	5	228	266	266	275
66%	65%	66%	60%	68%	68%	68%
				a	a	a
212	33	-	63	53	45	51
14%	15%	-%	16%	14%	12%	13%
			c			

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Table 57

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
Very Dissatisfied	42 3%	3 3%	5 3%	3 2%	3 3%	1 1%	8 3%	9 4% l	2 1%	5 5% l	2 2%	2 2%	* 1%	38 3%
Fairly Dissatisfied	102 7%	6 7% dl	10 6% dl	15 10% dl	* % *	4 3%	36 13% degijlm	10 4% l	8 6% dl	4 4% l	3 4% l	5 7% dl	1 1%	93 7% dl
Neither Satisfied Nor Dissatisfied	210 13%	10 11%	24 16% l	35 23% giklm	17 19% gjl	15 12%	35 12%	18 8%	17 13%	19 18% gjl	8 10%	8 11%	6 8%	189 14% l
Fairly Satisfied	562 36%	29 34%	58 38%	55 36%	25 29%	48 38%	100 36%	79 35%	46 34%	39 38%	31 38%	26 37%	26 38%	479 36%
Very Satisfied	631 40%	38 44% c	52 34%	44 29%	42 47% bcl	55 45% c	101 36%	109 48% bcl	59 44% c	33 33%	34 43% c	29 42% c	34 50% bcflm	533 40%
Don't Know (DO NOT READ OUT)	19 1%	- -%	5 3% f	2 2%	1 1%	* % *	* % *	3 1%	2 1%	1 1%	2 2%	1 1%	1 2%	15 1%
NET: Satisfied	1193 76%	67 78%	110 72%	100 64%	67 76%	103 83% bcfl	201 72%	187 83% bcfl	104 78% c	73 71%	65 81% bcfl	55 79% cabcdfhij	61 88% km	1012 75% c
NET: Dissatisfied	143 9%	9 11% l	15 9% l	17 11% dl	3 3%	5 4%	43 15% deijlm	18 8% l	10 8% l	10 10% l	5 6% l	6 9% l	1 1%	131 10% del
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 57 (continuation)

Page 654

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very Dissatisfied	42 3%	4 3%	3 2%	- -%	3 2%	5 1%	2 2%	20 3%	40 3%	1 2%	* 2%	* 1%	1 2%	20 3%	21 3%
Fairly Dissatisfied	102 7%	4 4%	11 8%	4 21%	21 15%	15 4%	7 9%	38 6%	98 7%	3 9%	* 2%	* 2%	4 6%	59 7%	43 6%
					aeg					c					
Neither Satisfied Nor Dissatisfied	210 13%	19 16%	16 12%	4 19%	21 15%	34 10%	14 17%	89 14%	201 13%	5 13%	3 19%	1 16%	9 14%	118 15%	92 12%
Fairly Satisfied	562 36%	49 40%	54 40%	9 39%	45 32%	122 34%	36 44%	234 35%	539 36%	15 37%	5 31%	4 43%	23 36%	290 36%	272 36%
Very Satisfied	631 40%	45 37%	49 36%	5 21%	48 34%	179 50%	21 26%	270 41%	607 40%	15 38%	6 39%	3 38%	24 39%	308 38%	322 43%
					abdfg			f							
Don't Know (DO NOT READ OUT)	19 1%	* %	2 1%	- -%	1 1%	4 1%	2 3%	9 1%	17 1%	1 2%	1 6%	- -%	1 2%	13 2%	5 1%
											ab				
NET: Satisfied	1193 76%	93 77%	103 76%	13 60%	93 66%	301 84%	58 70%	504 76%	1146 76%	30 75%	10 71%	7 81%	47 75%	599 74%	594 79%
						bdfg		d						a	
NET: Dissatisfied	143 9%	8 7%	14 11%	4 21%	25 18%	20 6%	9 11%	58 9%	138 9%	4 11%	1 4%	* 3%	5 8%	79 10%	64 8%
			e		aeg										

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 57 (continuation)

Page 655

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very Dissatisfied	42 3%	19 2%	3 4%	5 7%	1 4%	35 3%	6 2%	9 2%	26 3%	6 2%	23 2%	1 1%	9 6%	6 5%	2 3%	* 2%	- -%
Fairly Dissatisfied	102 7%	57 8% b	* 1%	10 15% ab	4 23% ab	84 7%	18 6%	28 5%	56 7%	18 6%	56 6%	14 6%	14 9%	7 6%	6 10%	4 18% abd	- -%
Neither Satisfied Nor Dissatisfied	210 13%	97 13%	17 23% ac	8 11%	3 20%	162 13%	48 16%	58 12%	103 14%	48 16% a	111 12%	38 15%	29 18% a	22 18% a	7 11%	4 16%	- -%
Fairly Satisfied	562 36%	271 36% d	26 35% d	26 37% d	2 14%	438 35%	124 42% a	144 28%	294 39% a	124 42% a	313 34%	106 41% a	61 39%	40 33%	26 43%	10 42%	* 6%
Very Satisfied	631 40%	296 40%	27 37%	21 30%	6 37%	537 42% b	94 32%	263 52% bc	274 36%	94 32%	412 44% bcf	93 36% cf	43 27%	46 38% cf	20 33%	4 19%	3 94%
Don't Know (DO NOT READ OUT)	19 1%	8 1%	- -%	* % *	* 2%	14 1%	4 1%	5 1%	10 1%	4 1%	12 1%	4 1%	2 1%	1 % *	* % *	1 3%	- -%
NET: Satisfied	1193 76%	566 76% d	53 72% d	47 67%	8 51%	975 77%	218 74%	407 80% bc	568 74%	218 74%	725 78% cf	199 78% cf	104 66%	86 71%	45 76%	14 61%	3 100%
NET: Dissatisfied	143 9%	75 10%	3 5%	15 21% ab	4 27% ab	119 9%	24 8%	37 7%	82 11% a	24 8%	79 9%	16 6%	23 15% ab	12 10%	8 13% b	4 20% ab	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 57 (continuation)

Page 656

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very Dissatisfied	42	21	-	-	*	*	39	3	39	3	37	5	-
	3%	4%	-%	-%	1%	2%	3%	3%	3%	2%	3%	2%	-%
Fairly Dissatisfied	102	39	3	1	*	*	92	10	88	14	72	30	-
	7%	7%	5%	2%	*%	1%	6%	12%	6%	11%	6%	10%	-%
								a		a		a	
Neither Satisfied Nor Dissatisfied	210	83	10	5	1	2	199	11	197	13	177	33	-
	13%	14%	18%	11%	5%	11%	13%	13%	14%	10%	14%	12%	-%
Fairly Satisfied	562	219	23	22	21	9	529	33	508	54	447	115	-
	36%	38%	41%	48%	72%	41%	36%	40%	35%	42%	35%	40%	-%
					abc								
Very Satisfied	631	212	19	17	6	10	605	26	589	41	532	98	-
	40%	36%	34%	35%	20%	46%	41%	30%	41%	33%	42%	35%	-%
											b		
Don't Know (DO NOT READ OUT)	19	9	1	2	*	-	17	2	17	2	14	4	-
	1%	2%	1%	4%	2%	-%	1%	2%	1%	1%	1%	1%	-%
NET: Satisfied	1193	431	42	39	27	19	1134	59	1098	95	980	213	-
	76%	74%	75%	83%	92%	86%	77%	70%	76%	75%	77%	75%	-%
					ab								
NET: Dissatisfied	143	59	3	1	*	1	131	13	126	17	109	34	-
	9%	10%	5%	2%	1%	3%	9%	15%	9%	14%	9%	12%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 57 (continuation)

Page 657

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very Dissatisfied	42 3%	14 2%	7 3%	21 5%	41 3%	23 3%	41 3%	18 3%	12 3%	7 3%	31 3%	7 2%	- -%	14 4%	18 4%	42 3%	7 7%
Fairly Dissatisfied	102 7%	55 6%	16 6%	30 7%	95 6%	62 7%	97 6%	36 6%	28 6%	16 6%	75 7%	21 5%	* 4%	21 7%	28 6%	94 6%	5 5%
Neither Satisfied Nor Dissatisfied	210 13%	121 14%	37 15%	50 11%	205 14%	125 14%	206 14%	77 12%	52 11%	38 14%	139 13%	41 10%	2 19%	56 17%	64 14%	204 14%	11 10%
Fairly Satisfied	562 36%	292 35%	87 34%	176 40%	531 36%	348 38%	543 36%	259 42%	182 40%	117 42%	406 38%	177 45%	6 55%	112 34%	174 38%	540 36%	42 39%
Very Satisfied	631 40%	352 42%	109 43%	164 37%	586 40%	339 37%	597 40%	219 35%	171 38%	94 34%	406 38%	146 37%	2 21%	114 35%	166 36%	599 40%	42 39%
Don't Know (DO NOT READ OUT)	19 1%	11 1%	1 *%	4 1%	18 1%	12 1%	18 1%	11 2%	9 2%	4 2%	10 1%	5 1%	- -%	7 2%	11 2%	17 1%	1 1%
NET: Satisfied	1193 76%	645 76%	196 76%	340 76%	1117 76%	687 76%	1140 76%	477 77%	353 78%	211 76%	812 76%	322 81%	8 76%	226 70%	340 74%	1139 76%	84 78%
NET: Dissatisfied	143 9%	69 8%	23 9%	51 11%	136 9%	85 9%	138 9%	54 9%	40 9%	23 8%	106 10%	28 7%	* 4%	36 11%	47 10%	135 9%	12 11%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 57 (continuation)

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	801	1537	176	188	1172	199
Very Dissatisfied	42	28	29	10	*	31	41	32	41	28	42	20	41	9	2	28	12
	3%	2%	3%	7%	1%	2%	3%	2%	3%	2%	3%	2%	3%	5%	1%	2%	6%
				c									ab				ab
Fairly Dissatisfied	102	82	60	11	5	83	102	93	102	79	99	56	99	7	11	69	22
	7%	7%	6%	8%	11%	6%	7%	7%	7%	7%	6%	7%	6%	4%	6%	6%	11%
																	ab
Neither Satisfied Nor Dissatisfied	210	173	137	21	15	172	209	178	210	163	204	97	206	20	19	153	35
	13%	14%	14%	15%	33%	12%	14%	13%	14%	14%	13%	12%	13%	11%	10%	13%	17%
					ac												a
Fairly Satisfied	562	431	380	54	10	500	555	495	560	456	554	328	550	86	78	405	77
	36%	36%	38%	39%	24%	36%	36%	37%	36%	38%	36%	41%	36%	49%	42%	35%	39%
												b		ab			
Very Satisfied	631	477	378	40	11	578	611	509	612	458	619	293	624	53	77	503	49
	40%	40%	38%	29%	26%	42%	40%	39%	40%	38%	40%	37%	41%	30%	41%	43%	25%
					ab								c		c	c	
Don't Know (DO NOT READ OUT)	19	13	10	1	3	15	19	13	19	11	16	6	17	1	1	14	4
	1%	1%	1%	1%	6%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
					c												
NET: Satisfied	1193	908	758	94	22	1077	1166	1004	1172	914	1174	622	1174	139	156	909	126
	76%	75%	76%	69%	49%	78%	76%	76%	76%	77%	76%	78%	76%	79%	83%	78%	64%
				b		ab									c	c	
NET: Dissatisfied	143	110	89	21	5	113	143	126	143	107	141	76	140	16	13	96	34
	9%	9%	9%	15%	12%	8%	9%	10%	9%	9%	9%	9%	9%	9%	7%	8%	17%
				c													ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very Dissatisfied	42 3%	5 4%	5 6%	32 2%	30 3%	11 2%	42 3% b	- -%	3 *% a	33 43% a	25 9% b	16 1%	* *% a	4 2%
Fairly Dissatisfied	102 7%	12 9%	7 8%	83 6%	72 7%	30 5%	100 7% b	2 1%	20 2%	15 19% a	47 16% b	54 4%	4 8%	22 11%
Neither Satisfied Nor Dissatisfied	210 13%	16 12%	11 13%	180 13%	141 14%	69 12%	200 14% b	10 7%	111 9%	9 11%	77 26% b	133 10%	8 16%	19 10%
Fairly Satisfied	562 36%	50 38%	33 39%	475 36%	371 38%	191 33%	517 36% a	45 31%	479 39% b	10 13%	87 30%	475 37% a	20 39%	84 42%
Very Satisfied	631 40%	50 38%	27 33%	548 41%	363 37%	267 46% a	544 38% a	87 60% a	592 49% b	10 12%	50 17%	581 46% a	19 37%	66 33%
Don't Know (DO NOT READ OUT)	19 1%	1 *% a	1 1%	17 1%	10 1%	8 1%	18 1%	1 1%	8 1%	1 2%	4 1%	15 1%	* *% a	4 2%
NET: Satisfied	1193 76%	100 76%	60 72%	1024 77%	735 74%	458 80% a	1061 75% a	132 91% a	1071 88% b	20 25%	137 47%	1056 83% a	39 75%	150 75%
NET: Dissatisfied	143 9%	16 12%	12 14%	115 9%	102 10% b	41 7%	141 10% b	2 1%	23 2%	48 62% a	73 25% b	71 6%	4 8%	27 13%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 57 (continuation)

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
42	4	-	15	5	9	13
3%	2%	-%	4%	1%	2%	3%
			b			
102	21	-	26	30	21	24
7%	9%	-%	7%	8%	5%	6%
210	20	-	55	57	57	40
13%	9%	-%	14%	15%	15%	10%
			d			
562	93	4	122	145	149	145
36%	42%	52%	32%	37%	38%	36%
631	78	3	159	145	155	172
40%	36%	48%	42%	37%	40%	43%
19	4	-	4	6	1	8
1%	2%	-%	1%	1%	1%	2%
						c
1193	171	7	281	290	304	317
76%	78%	100%	74%	75%	78%	79%
143	25	-	41	36	30	36
9%	11%	-%	11%	9%	8%	9%

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Table 58

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Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	a	b	c	d	e	f	g	h	i	j	k	l	m	
	1563 78	133 153	74 155	94 88	121 124	141 280	106 226	115 133	96 102	213 80	195 70	197 69	958 1346	
	42 3%	3 4%	- 2%	- -%	3 2%	16 6%	6 3%	6 5%	- -%	3 3%	* 1%	1 2%	37 3%	
	k					cdikl		dik		k				
	73 5%	8 10%	11 7%	5 3%	4 5%	6 5%	13 5%	7 3%	5 4%	7 6%	3 3%	3 4%	1 2%	66 5%
	jl		l							l				
	162 10%	13 15%	12 8%	14 9%	11 13%	11 9%	28 10%	31 14%	8 6%	14 14%	7 8%	6 9%	8 12%	141 10%
	h													
	449 29%	16 19%	53 35%	55 36%	27 30%	37 30%	65 23%	60 27%	42 31%	29 28%	26 32%	18 26%	21 30%	384 29%
	af		a								a			
	504 32%	30 35%	43 28%	30 20%	38 44%	41 33%	87 31%	78 35%	43 32%	32 32%	26 33%	29 41%	25 37%	424 32%
	c				bcm	c		c			c	bcm	c	c
	335 21%	15 17%	31 20%	50 32%	7 8%	26 21%	71 25%	44 19%	29 22%	21 20%	16 20%	14 19%	12 18%	294 22%
dabdgjkl		m		d	d	d	d	d	d	d	d	d	d	
953 61%	47 54%	97 63%	85 55%	65 74%	79 63%	153 55%	139 61%	84 63%	61 60%	52 65%	46 67%	46 67%	809 60%	
acflm											f	f		
114 7%	12 13%	15 10%	5 3%	4 5%	8 7%	29 10%	13 6%	11 8%	7 6%	5 7%	3 5%	2 3%	103 8%	
cdkl		l				kl							l	

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Table 58 (continuation)

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Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very Dissatisfied	42 3%	3 3%	7 5% de	* 1%	2 1%	6 2%	2 2%	21 3%	40 3%	1 2%	* 3%	* 2%	1 2%	29 4%	13 2%
Fairly Dissatisfied	73 5%	3 3%	5 4%	6 26%	10 7% e	7 2%	8 10% abeg	29 4%	70 5%	2 5%	* 2%	* 4%	3 4%	28 4%	44 6% a
Neither Satisfied Nor Dissatisfied	162 10%	13 11%	9 7%	* 2%	32 23% abeg	26 7%	11 14%	63 10%	157 10%	4 10%	1 7%	1 8%	6 9%	91 11%	71 9%
Fairly Satisfied	449 29%	38 32%	42 31%	11 49%	31 22%	111 31%	30 36% dg	170 26%	431 29%	10 24%	4 29%	3 41% be	17 28%	232 29%	217 29%
Very Satisfied	504 32%	44 36% f	39 29%	4 18%	44 32%	125 35% f	17 20%	219 33% f	480 32%	16 39% a	5 36%	3 35%	24 38% a	232 29%	272 36% a
Don't Know (DO NOT READ OUT)	335 21%	19 15%	33 24%	1 5%	21 15%	84 23% d	14 17%	160 24% ad	323 22% d	8 20%	3 24% d	1 10%	12 20%	197 24% b	138 18%
NET: Satisfied	953 61%	82 68% d	81 60%	15 66%	75 54%	236 66% dg	47 57%	388 59%	912 61%	25 63%	9 64%	6 76% a	41 65%	464 57%	489 65% a
NET: Dissatisfied	114 7%	7 6%	12 9% e	6 27%	12 8% e	13 4%	10 12% e	50 8% e	110 7%	3 7%	1 5%	1 6%	4 6%	57 7%	57 8%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 58 (continuation)

Page 663

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very Dissatisfied	42 3%	16 2%	3 4%	5 7%	1 3%	31 2%	11 4%	5 1%	26 3%	11 4%	17 2%	3 1%	10 7%	3 2%	8 14%	1 3%	- -%
Fairly Dissatisfied	73 5%	33 4%	5 7%	2 3%	- -%	63 5%	9 3%	18 4%	45 6%	9 3%	46 5%	18 7%	1 1%	4 3%	2 3%	* 1%	- -%
Neither Satisfied Nor Dissatisfied	162 10%	83 11% b	2 3%	11 16% b	1 5%	144 11% b	19 6%	57 11% c	87 11% c	19 6%	104 11%	29 11%	11 7%	10 8%	5 8%	2 10%	- -%
Fairly Satisfied	449 29%	234 31%	21 28%	23 33%	5 31%	350 28%	98 33% a	117 23%	234 31% a	98 33% a	249 27%	80 31%	56 36% a	34 29%	16 27%	10 43% ad	- -%
Very Satisfied	504 32%	241 32%	21 29%	20 29%	6 38%	408 32%	96 33%	200 39% bc	208 27%	96 33%	306 33% c	80 31%	40 25%	42 35%	19 32%	5 21%	3 94%
Don't Know (DO NOT READ OUT)	335 21%	139 19% c	20 28%	9 12%	3 22%	273 22%	62 21%	110 22%	163 21%	62 21%	205 22%	45 18%	39 25%	28 23%	10 16%	5 23%	* 6%
NET: Satisfied	953 61%	474 64%	42 57%	43 62%	11 69%	758 60%	194 66% a	316 62%	442 58%	194 66% b	555 60%	161 63%	96 61%	76 63%	36 60%	15 64%	3 94%
NET: Dissatisfied	114 7%	50 7%	8 12%	7 9%	1 3%	94 7%	20 7%	23 5%	71 9% a	20 7%	63 7%	21 8%	12 8%	7 5%	10 17% abcdf	1 4%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 58 (continuation)

Page 664

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very Dissatisfied	42	14	-	3	*	*	37	5	34	7	33	9	-
	3%	2%	-%	6%	1%	2%	2%	6%	2%	6%	3%	3%	-%
				b						a			
Fairly Dissatisfied	73	25	2	2	-	3	66	7	65	8	61	12	-
	5%	4%	4%	4%	-%	13%	4%	8%	5%	6%	5%	4%	-%
Neither Satisfied Nor Dissatisfied	162	48	5	1	3	*	155	7	154	8	141	21	-
	10%	8%	9%	2%	10%	2%	10%	9%	11%	6%	11%	7%	-%
Fairly Satisfied	449	176	19	20	1	8	421	28	409	40	359	90	-
	29%	30%	34%	42%	3%	37%	28%	34%	28%	31%	28%	32%	-%
		d	d	d									
Very Satisfied	504	177	16	9	12	7	484	20	470	33	422	82	-
	32%	30%	28%	19%	40%	31%	33%	24%	33%	26%	33%	29%	-%
				c									
Don't Know (DO NOT READ OUT)	335	143	14	13	13	3	319	17	304	31	263	72	-
	21%	25%	25%	28%	46%	15%	22%	20%	21%	24%	21%	25%	-%
				ab									
NET: Satisfied	953	352	35	28	12	15	905	48	879	73	781	171	-
	61%	61%	61%	61%	43%	67%	61%	57%	61%	58%	61%	60%	-%
		d											
NET: Dissatisfied	114	39	2	5	*	3	102	12	99	15	94	21	-
	7%	7%	4%	10%	1%	16%	7%	14%	7%	12%	7%	7%	-%
					a			a		a			
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 58 (continuation)

Page 665

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very Dissatisfied	42 3%	21 3%	7 3%	14 3%	41 3%	32 4%	41 3%	18 3%	10 2%	12 4%	32 3%	11 3%	- %	7 2%	14 3%	42 3%	4 4%
Fairly Dissatisfied	73 5%	40 5%	19 7% c	14 3%	67 5%	49 5%	70 5%	28 4%	18 4%	9 3%	46 4%	19 5%	* 5%	12 4%	23 5%	71 5%	4 4%
Neither Satisfied Nor Dissatisfied	162 10%	94 11% c	36 14% c	30 7%	151 10% d	92 10%	153 10% d	46 7%	41 9%	21 7%	121 11% d	25 6%	2 20%	30 9%	47 10%	154 10%	15 14%
Fairly Satisfied	449 29%	227 27%	69 27%	151 34% ab	425 29%	268 30%	432 29%	184 30%	146 32%	85 31%	326 31%	112 28%	5 51%	106 33%	147 32%	428 29%	34 31%
Very Satisfied	504 32%	279 33% b	65 25%	156 35% b	469 32%	278 31%	479 32%	198 32%	139 31%	97 35%	334 31%	135 34% c	2 16%	81 25%	131 28%	480 32%	48 44% ab
Don't Know (DO NOT READ OUT)	335 21%	186 22%	61 24%	80 18%	322 22%	189 21%	326 22%	145 23% g	98 22%	53 19%	207 19%	94 24%	1 8%	89 27%	100 22% c	323 22% c	3 3%
NET: Satisfied	953 61%	506 60% b	134 52%	307 69% ab	894 61%	546 60%	911 61%	383 62%	286 63%	182 66%	660 62%	247 62%	7 67%	187 58%	278 60%	907 61%	81 75% ab
NET: Dissatisfied	114 7%	61 7%	25 10%	27 6%	108 7%	82 9%	111 7%	46 7%	29 6%	21 8%	78 7%	30 8%	* 5%	19 6%	37 8%	112 7%	8 8%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 58 (continuation)

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Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1563																
Weighted total	1564																
Very Dissatisfied	42	31	29	10	2	30	42	37	42	32	41	18	41	3	6	26	9
	3%	3%	3%	7%	5%	2%	3%	3%	3%	3%	3%	2%	3%	2%	3%	2%	5%
				c												b	
Fairly Dissatisfied	73	61	55	14	5	55	70	58	70	53	73	34	73	8	7	51	14
	5%	5%	6%	10%	11%	4%	5%	4%	5%	4%	5%	4%	5%	5%	4%	4%	7%
				c	c												
Neither Satisfied Nor Dissatisfied	162	117	109	7	3	150	156	133	156	118	157	78	160	17	17	119	26
	10%	10%	11%	5%	6%	11%	10%	10%	10%	10%	10%	10%	10%	9%	9%	10%	13%
					a												
Fairly Satisfied	449	347	287	46	12	386	441	396	445	345	441	262	439	70	48	339	60
	29%	29%	29%	34%	27%	28%	29%	30%	29%	29%	29%	33%	29%	40%	26%	29%	30%
												b		ab			
Very Satisfied	504	401	315	38	13	454	500	412	501	382	495	233	498	54	56	407	41
	32%	33%	32%	28%	30%	33%	33%	31%	32%	32%	32%	29%	32%	31%	30%	35%	21%
															c	c	
Don't Know (DO NOT READ OUT)	335	247	198	22	9	302	329	286	329	265	328	176	326	22	53	231	48
	21%	21%	20%	16%	21%	22%	21%	22%	21%	22%	21%	22%	21%	13%	28%	20%	24%
												c	c		b		
NET: Satisfied	953	748	603	84	25	840	940	808	946	727	936	495	938	125	105	746	101
	61%	62%	61%	61%	57%	61%	61%	61%	61%	61%	61%	62%	61%	71%	56%	64%	51%
														ab		ac	
NET: Dissatisfied	114	92	84	24	7	85	112	95	112	85	114	52	114	12	14	77	24
	7%	8%	8%	17%	16%	6%	7%	7%	7%	7%	7%	7%	7%	7%	7%	7%	12%
				c	c												b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 58 (continuation)

Page 667

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very Dissatisfied	42 3%	4 3%	5 6% c	32 2%	35 3% b	7 1%	39 3% b	2 2%	12 1%	10 13% a	24 8% b	18 1%	5 9% b	4 2%
Fairly Dissatisfied	73 5%	4 3%	8 10% ac	59 4%	42 4%	30 5%	72 5% b	* *%	44 4%	6 8% a	21 7% b	51 4%	* 1%	9 4%
Neither Satisfied Nor Dissatisfied	162 10%	7 5%	8 10%	147 11%	102 10%	60 10%	152 11%	10 7%	90 7%	18 23% a	37 13%	125 10%	4 8%	11 5%
Fairly Satisfied	449 29%	57 43% bc	14 17%	374 28% b	296 30%	153 27%	407 29%	41 29%	363 30%	23 30%	79 27%	369 29%	12 23%	73 37%
Very Satisfied	504 32%	36 27%	23 28%	440 33%	294 30%	210 36% a	439 31%	65 45% a	452 37% b	10 13%	64 22%	440 35% a	17 33%	58 29%
Don't Know (DO NOT READ OUT)	335 21%	24 18%	25 29% a	284 21%	219 22%	116 20%	310 22%	25 18%	252 21%	10 12%	64 22%	271 21%	13 25%	45 22%
NET: Satisfied	953 61%	93 70% bc	38 45%	813 61% b	590 60%	362 63%	846 60%	106 74% a	815 67% b	34 43%	143 49%	809 64% a	30 57%	131 66%
NET: Dissatisfied	114 7%	9 7%	13 16% ac	92 7%	77 8%	37 6%	111 8% b	3 2%	56 5%	16 21% a	45 16% b	69 5%	5 10%	13 6%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 58 (continuation)

Page 668

Time of collection (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
42	4	2	10	5	15	12
3%	2%	34%	3%	1%	4%	3%
					b	
73	8	-	15	20	15	22
5%	3%	-%	4%	5%	4%	6%
162	13	2	30	37	53	42
10%	6%	23%	8%	9%	14%	11%
					a	
449	73	2	111	110	117	111
29%	33%	24%	29%	28%	30%	28%
504	72	-	117	133	120	134
32%	33%	-%	31%	34%	31%	33%
335	49	1	98	85	72	80
21%	22%	18%	26%	22%	18%	20%
			cd			
953	146	2	228	242	237	245
61%	66%	24%	60%	62%	60%	61%
114	12	2	25	25	30	34
7%	5%	34%	6%	6%	8%	9%

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Table 59
Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
Very Dissatisfied	13 1%	- -%	2 1%	- -%	- -%	2 1%	6 2%	3 1%	- -%	- -%	1 2%	- -%	- -%	12 1%
Fairly Dissatisfied	19 1%	2 2%	1 1%	- -%	1 1%	1 1%	5 2%	- -%	4 3%	1 1%	3 3%	* 1%	1 1%	15 1%
Neither Satisfied Nor Dissatisfied	114 7%	6 7%	6 4%	18 12%	7 7%	7 6%	22 8%	21 9%	5 4%	11 10%	4 5%	4 5%	4 5%	103 8%
Fairly Satisfied	425 27%	26 30%	48 31%	50 32%	30 34%	31 25%	53 19%	51 23%	42 32%	32 32%	20 25%	20 29%	22 32%	363 27%
Very Satisfied	627 40%	34 39%	67 43%	36 23%	43 49%	53 43%	108 39%	102 45%	51 38%	40 39%	36 45%	31 45%	28 40%	533 40%
Don't Know (DO NOT READ OUT)	365 23%	19 22%	30 19%	50 33%	7 8%	30 24%	87 31%	48 21%	31 23%	19 18%	17 21%	14 20%	14 21%	320 24%
NET: Satisfied	1053 67%	59 69%	114 74%	86 56%	73 83%	84 68%	161 57%	154 68%	94 70%	72 70%	55 69%	52 74%	50 73%	896 67%
NET: Dissatisfied	33 2%	2 2%	3 2%	- -%	1 1%	3 2%	11 4%	3 1%	4 3%	1 1%	4 5%	* 1%	1 1%	27 2%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m							k				klm			

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Table 59 (continuation)

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Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very Dissatisfied	13	*	*	-	2	1	-	11	13	*	1	*	1	13	1
	1%	*%	*%	-%	1%	*%	-%	2% e	1%	*%	4%	2%	1%	2%	*%
Fairly Dissatisfied	19	3	4	-	2	5	-	5	19	1	-	-	1	10	9
	1%	2%	3% g	-%	1%	1%	-%	1%	1%	1%	-%	-%	1%	1%	1%
Neither Satisfied Nor Dissatisfied	114	15	13	*	23	17	9	31	110	3	*	1	4	59	54
	7%	12% eg	9% eg	2%	16% eg	5%	12% eg	5%	7%	7%	3%	9%	6%	7%	7%
Fairly Satisfied	425	31	42	10	28	99	24	179	408	11	4	2	17	214	211
	27%	26%	31% d	45%	20%	27%	30%	27%	27%	27%	27%	30%	27%	26%	28%
Very Satisfied	627	52	40	6	63	151	35	261	601	17	6	4	27	293	334
	40%	43% b	29%	28%	45% b	42% b	42%	39% b	40%	43%	40%	42%	42%	36%	44% a
Don't Know (DO NOT READ OUT)	365	20	37	6	24	88	14	174	352	9	4	1	14	220	145
	23%	16%	27% ad	25%	17%	24%	17%	26% ad	23%	22%	25%	17%	22%	27% b	19%
NET: Satisfied	1053	83	82	16	90	249	59	440	1009	28	10	6	44	507	545
	67%	69%	60%	73%	64%	69% b	72%	67%	67%	70%	67%	71%	70%	63%	72% a
NET: Dissatisfied	33	3	4	-	3	6	-	15	31	1	1	*	2	23	10
	2%	3%	3%	-%	2%	2%	-%	2%	2%	2%	4%	2%	2%	3% b	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 59 (continuation)

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Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very Dissatisfied	13 1%	4 1%	- -%	2 2%	1 4%	11 1%	3 1%	- -%	11 1%	3 1%	5 1%	- -%	5 3%	* *%	3 5%	* 2%	- -%
					a				a	a			abd		abd	b	
Fairly Dissatisfied	19 1%	8 1%	* *%	- -%	2 11%	10 1%	9 3%	2 *%	8 1%	9 3%	9 1%	4 2%	2 2%	3 2%	1 1%	* 2%	- -%
					abc		a			ab							
Neither Satisfied Nor Dissatisfied	114 7%	63 8%	3 5%	8 11%	* 3%	98 8%	16 5%	35 7%	62 8%	16 5%	73 8%	17 6%	11 7%	8 6%	3 5%	2 8%	- -%
Fairly Satisfied	425 27%	201 27%	12 16%	23 33%	2 10%	349 27%	77 26%	123 24%	225 30%	77 26%	232 25%	91 36%	50 32%	29 24%	15 25%	6 24%	- -%
		bd		bd								ad					
Very Satisfied	627 40%	331 44%	27 37%	21 31%	6 39%	515 41%	112 38%	236 47%	279 37%	112 38%	391 42%	95 37%	51 32%	51 42%	20 33%	6 26%	3 94%
		c						bc			cf			f			
Don't Know (DO NOT READ OUT)	365 23%	138 19%	31 42%	16 23%	5 33%	287 23%	78 26%	109 22%	178 23%	78 26%	217 23%	49 19%	39 25%	30 25%	18 30%	9 38%	* 6%
			ac		a										b	abc	
NET: Satisfied	1053 67%	533 71%	39 53%	44 64%	8 49%	864 68%	189 64%	360 71%	504 66%	189 64%	623 67%	187 73%	101 64%	80 66%	35 59%	12 51%	3 94%
		bd						c			f	cef		f			
NET: Dissatisfied	33 2%	12 2%	* *%	2 2%	2 14%	21 2%	12 4%	2 *%	19 2%	12 4%	14 2%	4 2%	7 4%	3 2%	4 6%	1 4%	- -%
					abc		a		a	a			a		ab		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 59 (continuation)

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Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very Dissatisfied	13	5	-	*	*	*	13	-	13	*	12	2	-
	1%	1%	-%	1%	1%	2%	1%	-%	1%	*%	1%	1%	-%
Fairly Dissatisfied	19	9	1	2	-	1	12	7	10	9	10	10	-
	1%	2%	1%	5%	-%	6%	1%	8%	1%	7%	1%	3%	-%
								a		a		a	
Neither Satisfied Nor Dissatisfied	114	42	2	3	1	*	108	5	103	10	86	28	-
	7%	7%	3%	6%	4%	1%	7%	6%	7%	8%	7%	10%	-%
Fairly Satisfied	425	175	15	12	5	5	396	29	387	38	349	76	-
	27%	30%	26%	26%	18%	22%	27%	35%	27%	30%	27%	27%	-%
Very Satisfied	627	206	23	11	9	13	608	20	592	36	529	99	-
	40%	35%	41%	23%	31%	62%	41%	24%	41%	28%	41%	35%	-%
			c				b		b		b		
Don't Know (DO NOT READ OUT)	365	145	16	18	13	2	343	23	332	33	295	70	-
	23%	25%	28%	38%	46%	7%	23%	27%	23%	26%	23%	25%	-%
				a	a								
NET: Satisfied	1053	381	38	23	14	18	1004	49	979	74	878	175	-
	67%	65%	67%	50%	49%	84%	68%	58%	68%	58%	69%	61%	-%
		c	c						b		b		
NET: Dissatisfied	33	14	1	3	*	2	26	7	23	9	21	12	-
	2%	2%	1%	6%	1%	8%	2%	8%	2%	7%	2%	4%	-%
								a		a		a	
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 59 (continuation)

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Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very Dissatisfied	13 1%	5 1%	3 1%	6 1%	13 1%	9 1%	13 1%	6 1%	3 1%	1 %	9 1%	1 %	- -%	5 2%	5 1%	13 1%	3 3% b
Fairly Dissatisfied	19 1%	10 1%	9 3% ac	1 %	16 1%	15 2%	17 1%	13 2%	6 1%	5 2%	16 2%	12 3% c	- -%	2 1%	4 1%	16 1%	1 1%
Neither Satisfied Nor Dissatisfied	114 7%	55 6%	28 11% a	30 7%	110 7%	64 7%	110 7%	36 6%	32 7%	16 6%	85 8%	25 6%	2 19%	21 6%	47 10% b	107 7%	10 9%
Fairly Satisfied	425 27%	235 28%	66 26%	123 28%	409 28%	254 28%	410 27%	169 27%	140 31%	78 28%	316 30%	105 27%	* 3%	107 33%	140 30%	405 27%	30 28%
Very Satisfied	627 40%	340 40% b	83 32%	198 45% b	578 39%	350 39%	594 40%	240 39%	160 35%	117 42% e	409 38%	154 39% c	5 53%	101 31%	166 36%	597 40%	55 51% ab
Don't Know (DO NOT READ OUT)	365 23%	203 24%	68 26% c	86 19%	350 24%	217 24%	357 24%	155 25%	112 25%	59 21%	231 22%	99 25%	3 25%	88 27%	99 22% c	358 24% c	8 8%
NET: Satisfied	1053 67%	575 68% b	149 58%	321 72% b	986 67%	604 67%	1004 67%	408 66%	300 66%	195 70%	726 68%	259 65%	6 56%	208 64%	306 66%	1002 67%	85 79% ab
NET: Dissatisfied	33 2%	14 2%	12 5% ac	6 1%	29 2%	24 3%	30 2%	19 3%	10 2%	7 2%	25 2%	13 3%	- -%	7 2%	9 2%	30 2%	4 4%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 59 (continuation)

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Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Very Dissatisfied	13 1%	8 1%	11 1%	5 4%	- -%	9 1%	13 1%	9 1%	13 1%	10 1%	13 1%	- -%	7 1%	13 1%	1 *%	5 3%	5 *%	3 2%
				c												b		b
Fairly Dissatisfied	19 1%	11 1%	12 1%	2 1%	3 8%	14 1%	19 1%	16 1%	19 1%	17 1%	19 1%	- -%	8 1%	19 1%	1 1%	1 *%	14 1%	5 2%
					ac													
Neither Satisfied Nor Dissatisfied	114 7%	82 7%	79 8%	5 4%	6 13%	101 7%	111 7%	99 8%	111 7%	84 7%	110 7%	- -%	69 9%	111 7%	10 6%	10 5%	76 6%	27 14%
					a													ab
Fairly Satisfied	425 27%	330 27%	278 28%	40 29%	9 21%	375 27%	423 28%	370 28%	424 27%	322 27%	421 27%	- -%	228 29%	418 27%	71 41%	36 19%	345 29%	43 22%
															ab		ac	
Very Satisfied	627 40%	487 41%	382 38%	48 35%	14 33%	564 41%	612 40%	505 38%	617 40%	465 39%	613 40%	- -%	298 37%	623 41%	58 33%	78 42%	487 42%	63 31%
														c		c	c	
Don't Know (DO NOT READ OUT)	365 23%	285 24%	233 23%	37 27%	11 25%	316 23%	358 23%	322 24%	358 23%	296 25%	358 23%	- -%	189 24%	353 23%	35 20%	58 31%	247 21%	58 29%
																b		b
NET: Satisfied	1053 67%	817 68%	660 66%	88 64%	24 54%	938 68%	1035 67%	875 66%	1041 67%	788 66%	1034 67%	- -%	527 66%	1040 68%	129 74%	114 61%	831 71%	106 53%
															a	ac		
NET: Dissatisfied	33 2%	19 2%	23 2%	7 5%	3 8%	22 2%	33 2%	25 2%	33 2%	27 2%	33 2%	- -%	15 2%	33 2%	1 1%	6 3%	19 2%	8 4%
				c	c													b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very Dissatisfied	13 1%	- -%	2 3%	11 1%	12 1%	2 *%	13 1%	- -%	- -%	8 10% a	12 4% b	2 *% b	- -%	2 1%
Fairly Dissatisfied	19 1%	6 5% c	5 6% c	8 1%	12 1%	7 1%	19 1%	- -%	7 1%	3 3% a	12 4% b	8 1% b	3 5%	7 3%
Neither Satisfied Nor Dissatisfied	114 7%	10 7%	3 3%	101 8%	70 7%	43 8%	106 7%	8 5%	51 4%	18 23% a	31 11% b	82 6% b	9 17%	16 8%
Fairly Satisfied	425 27%	36 27%	24 29%	361 27%	269 27%	156 27%	389 27%	36 25%	346 28%	17 22%	73 25%	352 28% b	12 22%	61 31%
Very Satisfied	627 40%	54 41%	29 35%	540 40%	381 39%	246 43%	547 39%	81 56% a	546 45% b	14 18%	99 34%	529 41% a	18 35%	68 34%
Don't Know (DO NOT READ OUT)	365 23%	27 20%	21 25%	316 24%	243 25%	122 21%	346 24% b	20 14%	264 22%	18 23%	63 22%	302 24% b	11 21%	47 23%
NET: Satisfied	1053 67%	90 68%	53 63%	901 67%	651 66%	402 70%	935 66%	117 81% a	892 74% b	32 41%	172 59%	881 69% a	30 57%	129 65%
NET: Dissatisfied	33 2%	6 5% c	7 8% c	19 1%	24 2%	9 2%	33 2%	- -%	7 1%	10 13% a	23 8% b	9 1% b	3 5%	8 4%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Collection reliability (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
13	2	-	1	2	6	4
1%	1%	-%	1%	1%	2%	1%
					a	
19	6	2	1	6	4	8
1%	3%	34%	1%	1%	1%	2%
						a
114	21	-	25	24	36	29
7%	10%	-%	7%	6%	9%	7%
425	60	3	103	90	115	117
27%	28%	41%	27%	23%	29%	29%
627	82	*	155	180	131	162
40%	38%	6%	41%	46%	33%	40%
			c	c		c
365	47	1	96	88	99	82
23%	22%	18%	25%	23%	25%	20%
1053	143	3	258	270	246	279
67%	65%	48%	68%	69%	63%	69%
				c		c
33	8	2	2	8	11	12
2%	4%	34%	1%	2%	3%	3%
				a	a	a

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Table 60

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Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
Very Dissatisfied	50 3%	5 6%	9 6%	3 2%	1 1%	3 2%	16 6%	5 2%	3 2%	3 3%	2 3%	* 1%	1 1%	47 3%
		kl	kl				kl							k
Fairly Dissatisfied	83 5%	5 6%	9 6%	3 2%	5 6%	7 6%	15 6%	15 7%	7 5%	5 5%	4 5%	3 5%	4 6%	71 5%
Neither Satisfied Nor Dissatisfied	216 14%	14 16%	15 10%	21 13%	14 17%	23 18%	38 13%	28 13%	15 11%	20 20%	8 10%	9 13%	10 14%	189 14%
						j				bj				
Fairly Satisfied	433 28%	20 24%	42 27%	53 34%	22 25%	33 27%	68 24%	62 27%	38 29%	29 28%	24 30%	21 30%	20 29%	367 27%
Very Satisfied	511 33%	33 39%	54 35%	33 21%	36 41%	40 32%	95 34%	72 32%	38 28%	32 32%	27 34%	26 37%	25 36%	433 32%
		c	c		c						c	c	c	
Don't Know (DO NOT READ OUT)	271 17%	9 10%	25 16%	43 28%	9 10%	18 15%	47 17%	43 19%	32 24%	13 13%	14 17%	10 14%	9 13%	239 18%
				abdekl m					adikl					
NET: Satisfied	944 60%	53 62%	96 62%	86 55%	58 66%	73 59%	163 58%	133 59%	76 57%	61 60%	52 65%	47 68%	45 66%	800 59%
												m		
NET: Dissatisfied	134 9%	10 11%	17 11%	6 4%	7 7%	10 8%	31 11%	20 9%	9 7%	8 8%	6 8%	4 6%	5 8%	118 9%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very Dissatisfied	50 3%	- -%	8 6% ae	- -%	2 1%	4 1%	8 10% adeg	26 4% ae	48 3%	1 3%	1 5%	* 2% 3%	2 3%	27 3%	23 3%
Fairly Dissatisfied	83 5%	9 8%	7 5%	4 19%	6 4%	18 5%	6 8%	29 4%	80 5%	2 5%	1 6%	* 1%	3 5%	41 5%	43 6%
Neither Satisfied Nor Dissatisfied	216 14%	19 16%	19 14%	5 23%	22 15%	46 13%	8 9%	88 13%	209 14%	4 10%	1 8%	2 18%	7 11%	112 14%	104 14%
Fairly Satisfied	433 28%	25 21%	41 30%	10 44%	47 33% ag	112 31% ag	29 36% ag	158 24%	414 28%	12 29%	4 26%	3 35%	18 29%	213 26%	220 29%
Very Satisfied	511 33%	45 37% f	42 31%	3 12%	46 33%	127 35% f	18 22%	218 33% f	489 33%	14 36%	5 34%	3 32%	22 35%	254 31%	257 34%
Don't Know (DO NOT READ OUT)	271 17%	23 19%	19 14%	1 2%	17 12%	53 15%	13 16%	140 21% bde	260 17%	7 17%	3 21%	1 12%	11 17%	163 20% b	108 14%
NET: Satisfied	944 60%	70 58%	83 61%	12 56%	93 66% g	239 66% g	47 57%	376 57%	903 60%	26 65%	9 60%	6 67%	40 64%	467 58%	477 63% a
NET: Dissatisfied	134 9%	9 8%	15 11% e	4 19%	8 6%	22 6%	14 17% adeg	55 8%	129 9%	3 8%	1 10%	* 3%	5 8%	68 8%	66 9%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very Dissatisfied	50 3%	26 4%	5 7%	4 6%	1 3%	36 3%	15 5%	8 2%	28 4%	15 5%	21 2%	9 3%	8 5%	4 3%	8 14%	* 1%	- -%
Fairly Dissatisfied	83 5%	40 5%	1 2%	6 8%	* 3%	68 5%	15 5%	25 5%	43 6%	15 5%	49 5%	18 7%	7 5%	4 3%	2 3%	1 3%	- -%
Neither Satisfied Nor Dissatisfied	216 14%	109 15%	10 13%	13 18%	2 15%	169 13%	47 16%	70 14%	99 13%	47 16%	133 14%	27 11%	18 11%	22 18%	10 17%	3 15%	- -%
Fairly Satisfied	433 28%	228 31%	20 27%	18 26%	3 18%	357 28%	75 26%	121 24%	236 31%	75 26%	250 27%	78 30%	53 33%	26 22%	14 24%	8 35%	- -%
Very Satisfied	511 33%	238 32%	20 28%	19 27%	6 38%	413 33%	98 33%	198 39%	215 28%	98 33%	313 34%	91 36%	35 22%	38 32%	19 31%	5 22%	3 94%
Don't Know (DO NOT READ OUT)	271 17%	104 14%	17 23%	10 15%	4 23%	226 18%	45 15%	85 17%	141 19%	45 15%	159 17%	34 13%	37 24%	26 22%	7 11%	6 24%	* 6%
NET: Satisfied	944 60%	466 62%	40 55%	37 52%	9 56%	771 61%	173 59%	320 63%	451 59%	173 59%	564 61%	169 66%	87 55%	65 54%	33 55%	13 57%	3 94%
NET: Dissatisfied	134 9%	67 9%	6 9%	10 15%	1 6%	104 8%	30 10%	32 6%	72 9%	30 10%	71 8%	26 10%	15 10%	8 6%	10 17%	1 4%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very Dissatisfied	50	15	2	4	*	*	42	8	41	10	38	12	-
	3%	3%	4%	10%	1%	2%	3%	10%	3%	7%	3%	4%	-%
				a				a		a			
Fairly Dissatisfied	83	27	2	*	3	4	74	9	70	13	65	18	-
	5%	5%	4%	*%	9%	19%	5%	11%	5%	10%	5%	6%	-%
								a		a			
Neither Satisfied Nor Dissatisfied	216	80	11	5	2	1	205	10	202	14	172	43	-
	14%	14%	19%	12%	6%	4%	14%	12%	14%	11%	13%	15%	-%
Fairly Satisfied	433	177	21	11	1	8	407	25	396	36	357	76	-
	28%	30%	37%	23%	3%	36%	28%	30%	28%	29%	28%	27%	-%
		d	d	d									
Very Satisfied	511	170	14	14	12	8	489	22	474	37	418	93	-
	33%	29%	24%	29%	42%	38%	33%	26%	33%	29%	33%	33%	-%
Don't Know (DO NOT READ OUT)	271	113	7	12	12	*	262	9	254	18	229	43	-
	17%	19%	12%	26%	40%	1%	18%	11%	18%	14%	18%	15%	-%
				b	ab								
NET: Satisfied	944	347	34	24	13	16	897	47	870	73	775	168	-
	60%	60%	61%	52%	44%	73%	61%	56%	61%	58%	61%	59%	-%
NET: Dissatisfied	134	42	5	5	3	5	117	17	111	22	103	31	-
	9%	7%	8%	10%	10%	22%	8%	20%	8%	18%	8%	11%	-%
							a		a				
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 60 (continuation)

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Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very Dissatisfied	50	26	10	15	49	39	50	18	11	12	35	12	-	10	19	50	2
	3%	3%	4%	3%	3%	4%	3%	3%	3%	4%	3%	3%	-%	3%	4%	3%	1%
Fairly Dissatisfied	83	41	20	22	75	49	75	30	23	15	67	27	*	8	27	77	9
	5%	5%	8%	5%	5%	5%	5%	5%	5%	5%	6%	7%	5%	3%	6%	5%	9%
												c					
Neither Satisfied Nor Dissatisfied	216	117	42	52	206	138	207	81	71	39	149	43	3	53	74	205	22
	14%	14%	16%	12%	14%	15%	14%	13%	16%	14%	14%	11%	26%	16% a	16%	14%	20% b
Fairly Satisfied	433	240	66	126	407	262	417	186	123	87	308	116	6	95	135	414	35
	28%	28%	26%	28%	28%	29%	28%	30%	27%	31%	29%	29%	59%	29%	29%	28%	32%
Very Satisfied	511	274	66	167	476	271	487	197	148	93	343	138	1	79	134	486	37
	33%	32% b	26%	38% b	32%	30%	32%	32%	33%	34%	32%	35% c	11%	24%	29%	32%	34%
Don't Know (DO NOT READ OUT)	271	149	53	61	262	149	265	107	76	30	166	60	-	79	73	264	4
	17%	18%	21% c	14%	18% f	16% f	18% f	17% f	17% f	11%	16%	15%	-%	24% a	16% c	18% c	4%
NET: Satisfied	944	513	132	293	884	533	904	383	271	180	650	254	7	174	269	900	72
	60%	61% b	52%	66% b	60%	59%	60%	62%	60%	65%	61%	64% c	70%	54%	58%	60%	66%
NET: Dissatisfied	134	67	30	37	124	88	125	48	35	27	101	39	*	19	46	127	11
	9%	8%	12%	8%	8%	10%	8%	8%	8%	10%	9%	10% c	5%	6%	10%	8%	10%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 60 (continuation)

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Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Very Dissatisfied	50 3%	44 4%	34 3%	11 8%	* %	39 3%	48 3%	40 3%	48 3%	37 3%	50 3%	- -%	25 3%	50 3%	5 3%	5 3%	35 3%	10 5%
Fairly Dissatisfied	83 5%	68 6%	56 6%	11 8%	4 8%	70 5%	83 5%	68 5%	83 5%	68 6%	82 5%	- -%	46 6%	83 5%	11 7%	9 5%	60 5%	15 7%
Neither Satisfied Nor Dissatisfied	216 14%	162 13%	150 15%	18 13%	5 10%	189 14%	212 14%	187 14%	212 14%	168 14%	211 14%	- -%	124 16%	206 13%	28 16%	26 14%	153 13%	36 18%
Fairly Satisfied	433 28%	339 28%	263 26%	38 28%	9 22%	383 28%	422 27%	381 29%	425 28%	335 28%	428 28%	- -%	236 29%	428 28%	68 39%	41 22%	337 29%	53 27%
Very Satisfied	511 33%	390 32%	326 33%	36 26%	17 38%	456 33%	505 33%	419 32%	507 33%	384 32%	499 32%	- -%	244 30%	507 33%	47 27%	67 36%	398 34%	45 23%
Don't Know (DO NOT READ OUT)	271 17%	200 17%	165 17%	23 17%	9 21%	239 17%	267 17%	226 17%	267 17%	202 17%	264 17%	- -%	126 16%	262 17%	16 9%	40 21%	189 16%	40 20%
NET: Satisfied	944 60%	728 61%	589 59%	75 54%	26 60%	840 61%	927 60%	800 61%	932 60%	719 60%	927 60%	- -%	479 60%	935 61%	115 66%	108 58%	736 63%	98 49%
NET: Dissatisfied	134 9%	113 9%	90 9%	21 16%	4 9%	109 8%	131 9%	108 8%	131 9%	105 9%	132 9%	- -%	70 9%	133 9%	16 9%	14 7%	95 8%	25 13%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 60 (continuation)

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Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very Dissatisfied	50 3%	5 4%	6 7% c	39 3%	35 3%	16 3%	50 4% b	*	22 2%	10 13% a	26 9% b	25 2%	5 10% b	5 3%
Fairly Dissatisfied	83 5%	11 8%	7 9%	65 5%	52 5%	31 5%	77 5%	6 4%	50 4%	7 10% a	19 7%	64 5%	5 10%	11 6%
Neither Satisfied Nor Dissatisfied	216 14%	17 13%	11 14%	187 14%	148 15%	67 12%	207 15% b	8 6%	135 11%	19 24% a	53 18% b	163 13%	4 7%	31 15%
Fairly Satisfied	433 28%	39 30%	19 22%	374 28%	278 28%	155 27%	391 28%	42 29%	368 30% b	14 18%	77 27%	355 28%	14 27%	59 29%
Very Satisfied	511 33%	47 35%	25 30%	434 32%	304 31%	207 36% a	446 31%	65 45% a	438 36% b	17 21%	75 26%	436 34% a	17 32%	66 33%
Don't Know (DO NOT READ OUT)	271 17%	14 11%	15 18%	237 18% a	172 17%	100 17%	249 18%	23 16%	201 17%	11 14%	40 14%	232 18%	7 14%	29 14%
NET: Satisfied	944 60%	86 65%	44 53%	807 60%	581 59%	362 63%	836 59%	107 74% a	806 66% b	31 39%	152 52%	792 62% a	31 59%	124 62%
NET: Dissatisfied	134 9%	16 12%	13 16% c	105 8%	87 9%	47 8%	127 9%	6 4%	72 6%	17 22% a	45 16% b	89 7%	10 20% b	16 8%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 60 (continuation)

Page 684

Latest collection time (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
50	6	2	10	16	10	14
3%	3%	34%	3%	4%	3%	4%
83	13	1	22	13	24	25
5%	6%	18%	6%	3%	6%	6%
216	30	2	51	53	53	58
14%	14%	23%	13%	14%	14%	14%
433	65	1	125	93	114	100
28%	30%	18%	33%	24%	29%	25%
511	77	*	98	143	125	145
33%	35%	6%	26%	37%	32%	36%
				a		a
271	28	-	74	72	66	59
17%	13%	-%	19%	18%	17%	15%
944	142	2	223	236	239	245
60%	65%	24%	59%	61%	61%	61%
134	19	4	32	29	34	39
9%	9%	52%	8%	7%	9%	10%

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
Very Dissatisfied	52 3%	3 3%	3 2%	11 7% l	2 2%	3 3%	9 3%	10 5% l	4 3%	1 1%	2 2%	3 4% l	* 1%	47 3% l
Fairly Dissatisfied	78 5%	9 11% efghlm	12 8%	12 8%	4 5%	4 4%	11 4%	5 2%	3 3%	7 7%	4 5%	3 5%	3 4%	68 5%
Neither Satisfied Nor Dissatisfied	207 13%	12 14% j	22 14% j	30 20% hj	17 20% hj	13 11%	34 12% j	26 11%	11 8%	19 19% hj	5 6%	8 12% j	9 13% j	185 14% j
Fairly Satisfied	483 31%	19 22%	51 33%	52 33%	22 25%	36 29%	80 28%	75 33%	47 35% a	35 34%	25 31%	19 27%	23 33%	416 31%
Very Satisfied	683 44%	40 47% c	55 36%	45 29%	42 48% c	57 46% c	132 47% c	101 45% c	65 49% bc	39 38%	42 52% bcim	34 48% bc	31 46% c	577 43% c
Don't Know (DO NOT READ OUT)	60 4%	3 3%	10 6% d	5 3%	* % dil	9 7% dil	14 5% d	8 4%	3 2%	1 1%	3 3%	3 4%	2 3%	53 4%
NET: Satisfied	1166 75%	59 68%	107 70%	96 62%	64 73%	94 76%	211 76% c	176 78% c	112 84% abcim	73 72%	67 84% abcdikm	52 75% c	54 79% bc	993 74% c
NET: Dissatisfied	131 8%	12 14% hl	15 10%	23 15% ehjl	6 7%	8 6%	20 7%	15 7%	8 6%	8 8%	6 7%	6 9%	3 5%	116 9%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 61 (continuation)

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Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very Dissatisfied	52 3%	1 1%	3 2%	* 2%	3 2%	16 4%	* *%	27 4%	50 3%	1 4%	* 2%	* 4%	2 3%	31 4%	21 3%
Fairly Dissatisfied	78 5%	9 8%	2 2%	2 8%	6 4%	22 6%	6 7%	29 4%	75 5%	2 5%	1 5%	* 4%	3 5%	41 5%	37 5%
Neither Satisfied Nor Dissatisfied	207 13%	14 11%	31 22% adeg	3 13%	12 9%	41 11%	10 12%	95 14%	200 13%	4 11%	3 18%	1 9%	8 12%	122 15% b	86 11%
Fairly Satisfied	483 31%	48 40% dg	41 31%	7 31%	39 28%	110 31%	24 30%	198 30%	465 31%	12 29%	4 26%	2 28%	18 28%	250 31%	232 31%
Very Satisfied	683 44%	44 37%	54 40%	10 47%	64 45%	161 45%	39 47%	291 44%	654 44%	19 47%	6 43%	4 48%	29 46%	345 43%	338 45%
Don't Know (DO NOT READ OUT)	60 4%	4 3%	5 3%	- -%	17 12% abefg	10 3%	3 3%	20 3%	57 4%	2 4%	1 6%	1 6%	3 5%	20 3%	40 5% a
NET: Satisfied	1166 75%	92 77%	95 70%	17 78%	103 73%	271 75%	64 77%	489 74%	1119 75%	30 76%	10 69%	6 77%	47 75%	595 74%	571 76%
NET: Dissatisfied	131 8%	11 9%	5 4%	2 9%	9 6%	38 10% b	6 7%	56 8% b	126 8%	4 9%	1 7%	1 8%	5 8%	72 9%	58 8%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 61 (continuation)

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Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very Dissatisfied	52 3%	19 3%	7 10% acd	1 2%	- -%	40 3%	12 4%	14 3%	26 3%	12 4%	32 3%	6 2%	7 4%	3 3%	3 5%	1 4%	- -%
Fairly Dissatisfied	78 5%	38 5%	3 4%	2 3%	2 14% ac	60 5%	18 6%	17 3%	43 6%	18 6%	36 4%	15 6%	11 7%	7 6%	7 12% a	1 6%	* 6%
Neither Satisfied Nor Dissatisfied	207 13%	91 12%	6 9%	8 11%	3 17%	153 12%	55 18% a	48 9%	105 14% a	55 18% ab	111 12%	31 12%	22 14%	17 14%	13 22% ab	7 31% abcd	- -%
Fairly Satisfied	483 31%	235 31%	23 31%	23 33%	4 22%	386 30%	96 33%	143 28%	243 32%	96 33%	273 30%	93 36% a	51 33%	36 30%	16 27%	8 35%	- -%
Very Satisfied	683 44%	341 46%	28 38%	28 41%	7 42%	582 46% b	101 34%	266 52% bc	316 41% c	101 34%	439 47% bdef	99 39% f	64 40% f	47 39% f	19 32%	5 23%	3 94%
Don't Know (DO NOT READ OUT)	60 4%	23 3%	6 8% a	7 11% a	1 5%	48 4%	12 4%	20 4%	28 4%	12 4%	34 4%	12 5%	3 2%	10 9% acef	*	* 1%	- -%
NET: Satisfied	1166 75%	576 77%	51 69%	51 73%	10 65%	968 76% b	198 67%	409 81% bc	560 73% c	198 67%	712 77% def	192 75% ef	115 73% ef	83 69%	36 60%	13 57%	3 94%
NET: Dissatisfied	131 8%	56 8%	10 14% c	3 5%	2 14%	100 8%	30 10%	31 6%	70 9%	30 10% a	69 7%	21 8%	18 11%	10 8%	11 18% abd	2 10%	* 6%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 61 (continuation)

Page 688

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very Dissatisfied	52	24	*	2	-	1	50	2	50	3	45	7	-
	3%	4%	*%	4%	-%	3%	3%	3%	3%	2%	4%	2%	-%
Fairly Dissatisfied	78	28	4	1	*	3	75	3	74	5	58	20	-
	5%	5%	8%	1%	1%	13%	5%	4%	5%	4%	5%	7%	-%
Neither Satisfied Nor Dissatisfied	207	91	7	6	7	3	189	19	182	26	153	54	-
	13%	16%	12%	13%	24%	14%	13%	22% a	13%	20% a	12%	19% a	-%
Fairly Satisfied	483	193	28	16	14	9	455	27	444	38	395	88	-
	31%	33%	50% a	35%	47%	40%	31%	32%	31%	30%	31%	31%	-%
Very Satisfied	683	223	16	17	5	7	659	24	640	44	585	98	-
	44%	38% d	29%	37%	19%	31%	45% b	29%	45% b	34%	46% b	35%	-%
Don't Know (DO NOT READ OUT)	60	23	-	5	3	-	51	9	48	12	43	17	-
	4%	4%	-%	10% b	9% b	-%	3%	11% a	3%	10% a	3%	6% a	-%
NET: Satisfied	1166	416	45	34	19	15	1115	51	1084	82	980	186	-
	75%	71%	80%	72%	66%	70%	75% b	61%	75% b	64%	77% b	65%	-%
NET: Dissatisfied	131	52	4	2	*	4	126	5	123	7	103	27	-
	8%	9%	8%	5%	1%	16%	8%	6%	9%	6%	8%	10%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 61 (continuation)

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Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly						Use of parcels			Types of service used			
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very Dissatisfied	52 3%	30 3%	7 3%	16 4%	51 3%	27 3%	51 3%	23 4%	20 4%	7 3%	23 2%	10 2%	* 4%	16 5%	18 4%	50 3%	3 3%
Fairly Dissatisfied	78 5%	42 5%	15 6%	22 5%	76 5%	50 5%	78 5%	30 5%	30 7%	15 6%	57 5%	20 5%	- -%	16 5%	28 6%	76 5%	7 7%
Neither Satisfied Nor Dissatisfied	207 13%	104 12%	39 15%	62 14%	191 13%	130 14%	195 13%	97 16%	51 11%	55 20%	145 14%	64 16%	1 6%	49 15%	72 16%	198 13%	26 24%
Fairly Satisfied	483 31%	237 28%	101 39% ac	135 30%	464 31%	320 35% c	471 31%	226 36% ace	138 30%	84 30%	347 33%	132 33%	4 42%	120 37%	152 33%	469 31%	33 30%
Very Satisfied	683 44%	390 46% b	89 35%	200 45% b	637 43% bd	341 38%	648 43% bd	217 35%	202 45% bd	104 38%	458 43% bd	152 38%	5 48%	110 34%	167 36%	644 43% ac	38 35%
Don't Know (DO NOT READ OUT)	60 4%	45 5% c	6 2%	9 2%	56 4%	40 4%	58 4%	26 4%	13 3%	11 4%	37 3%	18 4%	- -%	13 4%	25 5% c	58 4%	1 1%
NET: Satisfied	1166 75%	627 74%	190 74%	335 76%	1101 75% f	662 73%	1119 75% f	443 71%	340 75% f	188 68%	805 75% f	284 72%	9 90%	230 71%	319 69%	1114 74% ac	70 65%
NET: Dissatisfied	131 8%	71 8%	21 8%	38 9%	127 9%	77 8%	129 9%	54 9%	50 11% g	22 8%	80 7%	30 8%	* 4%	32 10%	46 10%	127 8%	10 9%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 61 (continuation)

Page 690

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Very Dissatisfied	52 3%	34 3%	37 4%	7 5%	4 10% c	42 3%	52 3%	42 3%	52 3%	36 3%	50 3%	- -%	22 3%	52 3%	3 2%	3 2%	40 3%	9 5%
Fairly Dissatisfied	78 5%	58 5%	55 6%	11 8%	3 7%	63 5%	76 5%	68 5%	76 5%	68 6%	77 5%	- -%	48 6%	78 5%	10 5%	10 6%	45 4%	23 12% ab
Neither Satisfied Nor Dissatisfied	207 13%	164 14%	136 14%	17 12%	11 26% ac	175 13%	204 13%	179 14%	204 13%	152 13%	203 13%	- -%	115 14%	200 13%	34 19% b	37 20% b	140 12%	30 15%
Fairly Satisfied	483 31%	367 31%	334 34%	54 40% c	12 26%	418 30%	474 31%	421 32%	478 31%	386 32%	476 31%	- -%	265 33%	475 31%	53 30%	58 31%	354 30%	67 33%
Very Satisfied	683 44%	535 44% b	397 40%	36 26%	10 23%	635 46% ab	671 44%	560 42%	672 44%	506 42%	671 44%	- -%	317 40%	674 44% a	66 37%	75 40% c	549 47% c	60 30%
Don't Know (DO NOT READ OUT)	60 4%	45 4%	37 4%	12 9% c	4 9%	45 3%	59 4%	51 4%	60 4%	46 4%	57 4%	- -%	34 4%	58 4%	11 6%	4 2%	45 4%	11 5%
NET: Satisfied	1166 75%	902 75%	730 73%	90 66%	22 49%	1052 76% ab	1146 75%	981 74%	1151 75%	892 75%	1147 75%	- -%	581 73%	1149 75% c	119 68%	133 71%	902 77% c	126 63%
NET: Dissatisfied	131 8%	92 8%	91 9%	17 13% c	7 16%	105 8%	128 8%	110 8%	128 8%	104 9%	127 8%	- -%	70 9%	130 8%	13 7%	14 7%	85 7%	32 16% ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 61 (continuation)

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Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very Dissatisfied	52 3%	6 5%	6 8% c	40 3%	44 4% b	8 1%	48 3%	4 3%	19 2%	18 23% a	35 12% b	18 1%	* *% b	5 2%
Fairly Dissatisfied	78 5%	7 6%	3 3%	68 5%	59 6% b	19 3%	75 5%	3 2%	32 3%	11 14% a	51 18% b	28 2%	3 6%	15 8%
Neither Satisfied Nor Dissatisfied	207 13%	30 22% c	12 14%	163 12%	125 13%	83 14%	189 13%	18 13%	127 10%	8 10%	70 24% b	137 11%	15 30% b	34 17%
Fairly Satisfied	483 31%	37 28%	29 35%	414 31%	304 31%	179 31%	448 32%	35 24%	385 32% b	8 10%	80 28%	402 32%	15 29%	65 33%
Very Satisfied	683 44%	48 37%	30 36%	599 45%	415 42%	268 47%	601 42%	83 57% a	605 50% b	24 31%	46 16%	637 50% a	18 35%	66 33%
Don't Know (DO NOT READ OUT)	60 4%	4 3%	4 5%	52 4%	41 4%	19 3%	59 4% b	1 1%	44 4%	10 12% a	7 2%	53 4%	- -%	14 7%
NET: Satisfied	1166 75%	85 64%	59 71%	1014 76% a	719 73%	447 78% a	1049 74%	117 81%	991 82% b	32 41%	127 44%	1039 82% a	33 64%	132 66%
NET: Dissatisfied	131 8%	14 10%	9 11%	108 8%	103 10% b	27 5%	123 9%	8 5%	51 4%	29 37% a	85 30% b	45 4%	3 6%	20 10%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Amount / level of lost mail (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
52	3	-	10	10	21	11
3%	1%	-%	3%	3%	5% b	3%
78	17	1	13	24	20	21
5%	8%	18%	4%	6%	5%	5%
207	40	2	55	57	54	42
13%	18%	23%	14%	15%	14%	10%
483	67	4	126	119	115	123
31%	30%	59%	33%	30%	29%	31%
683	78	-	158	168	169	188
44%	36%	-%	42%	43%	43%	47%
60	14	-	18	12	14	17
4%	7%	-%	5%	3%	3%	4%
1166	145	4	285	287	284	311
75%	66%	59%	75%	74%	72%	77%
131	20	1	23	34	41	32
8%	9%	18%	6%	9%	10% a	8%

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
Very Dissatisfied	244 16%	10 11%	33 21% ei	24 15%	17 20% e	10 8%	54 19% e	31 14%	20 15%	11 11%	13 16% e	12 17% e	10 15%	209 16% e
Fairly Dissatisfied	288 18%	20 23% k	25 16%	34 22%	16 18%	23 18%	52 19%	41 18%	23 17%	18 17%	13 16%	9 13%	14 21%	252 19%
Neither Satisfied Nor Dissatisfied	523 33%	31 37% d	50 33% d	57 37% d	17 20%	47 38% d	88 32% d	74 33% d	38 29%	41 40% d	29 36% d	25 35% d	23 34% d	446 33% d
Fairly Satisfied	317 20%	22 26% e	24 16%	29 19%	28 32% begjm	18 15%	60 22%	34 15%	31 24%	22 21%	17 21%	16 22%	16 23%	269 20%
Very Satisfied	177 11%	2 3%	21 14% a	10 7%	8 9%	25 20% acdfjklm	20 7%	42 19% acdfjklm	17 13% a	11 11% a	8 10% a	7 10% a	5 7%	157 12% a
Don't Know (DO NOT READ OUT)	15 1%	- -%	- -%	- -%	1 1%	1 1%	5 2%	3 1%	3 2% jl	- -%	- -%	1 1%	- -%	14 1%
NET: Satisfied	495 32%	25 29%	45 30%	39 25%	36 41% cf	43 34%	80 29%	76 34%	49 36%	33 32%	25 32%	23 33%	21 30%	426 32%
NET: Dissatisfied	532 34%	30 35%	57 37%	58 37%	33 38%	33 26%	106 38% e	72 32%	43 32%	29 28%	26 32%	21 30%	25 36%	461 34%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 62 (continuation)

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Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very Dissatisfied	244 16%	14 12%	25 19%	1 4%	16 11%	46 13%	9 11%	123 19% de	236 16%	6 14%	1 9%	1 14%	8 13%	140 17%	104 14%
Fairly Dissatisfied	288 18%	27 22%	25 18%	6 27%	36 26% g	64 18%	18 21%	108 16%	276 18%	7 19%	4 25%	1 14%	12 20%	155 19%	133 18%
Neither Satisfied Nor Dissatisfied	523 33%	48 40%	46 34%	9 43%	40 28%	131 37%	25 31%	207 31%	503 33%	13 32%	4 30%	3 37%	20 32%	265 33%	258 34%
Fairly Satisfied	317 20%	22 18%	26 19%	4 17%	27 19%	75 21%	25 31% abg	128 19%	305 20%	7 19%	3 19%	2 25%	12 20%	156 19%	161 21%
Very Satisfied	177 11%	8 7%	14 10%	2 9%	20 15% a	36 10%	5 6%	89 13% a	167 11%	7 16% a	2 17%	1 11%	10 16% a	81 10%	96 13%
Don't Know (DO NOT READ OUT)	15 1%	2 1%	- -%	- -%	1 1%	7 2%	- -%	5 1%	15 1%	* %	- -%	- -%	* %	12 2% b	3 % a
NET: Satisfied	495 32%	30 25%	40 29%	6 26%	47 34%	112 31%	30 37%	217 33%	472 31%	14 35%	5 37%	3 36%	22 35%	237 29%	257 34% a
NET: Dissatisfied	532 34%	41 34%	50 37%	7 32%	52 37%	110 31%	27 32%	231 35%	512 34%	13 33%	5 34%	2 27%	20 32%	295 36% b	237 31%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 62 (continuation)

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Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very Dissatisfied	244 16%	118 16%	19 27% ac	10 14%	4 26%	179 14%	65 22% a	67 13%	112 15%	65 22% ab	136 15%	34 13%	23 14%	25 21% ab	16 26% abc	6 27% abc	- -%
Fairly Dissatisfied	288 18%	135 18%	10 14%	18 26%	3 21%	235 18%	53 18%	84 17%	150 20%	53 18%	162 17%	55 22% f	31 19% f	24 20% f	13 22% f	2 8%	- -%
Neither Satisfied Nor Dissatisfied	523 33%	238 32% d	20 27%	24 34% d	2 14%	429 34%	94 32%	150 30%	279 37% a	94 32%	294 32%	103 40% a	59 37%	39 32%	17 29%	6 27%	* 6%
Fairly Satisfied	317 20%	164 22% d	15 21%	14 20%	1 8%	252 20%	65 22%	108 21%	144 19%	65 22%	194 21%	42 16%	32 20%	25 21%	9 15%	7 32% abe	3 88%
Very Satisfied	177 11%	85 11%	6 8%	5 6%	5 31% abc	160 13% b	17 6%	83 16% bc	77 10% c	17 6%	128 14% bcdf	21 8%	13 8%	7 6%	5 8%	1 4%	* 6%
Don't Know (DO NOT READ OUT)	15 1%	6 1%	3 4% ac	- -%	- -%	14 1%	* -%	14 3% bc	* -%	* -%	13 1%	2 1%	* -%	- -%	- -%	* 2%	- -%
NET: Satisfied	495 32%	249 33%	21 28%	18 26%	6 39%	412 32%	82 28%	191 38% bc	221 29%	82 28%	322 35% be	63 24%	45 29%	33 27%	14 23%	8 36%	3 94%
NET: Dissatisfied	532 34%	253 34%	30 40%	28 39%	7 47%	414 33%	118 40% a	151 30%	263 34%	118 40% a	298 32%	89 35%	53 34%	49 41% a	29 48% abc	8 35%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very Dissatisfied	244	88	9	10	4	2	227	17	221	23	203	40	-
	16%	15%	16%	22%	16%	10%	15%	21%	15%	18%	16%	14%	-%
Fairly Dissatisfied	288	125	10	6	3	6	265	23	257	31	226	62	-
	18%	21%	18%	12%	11%	26%	18%	27% a	18%	25%	18%	22%	-%
Neither Satisfied Nor Dissatisfied	523	212	13	20	12	6	497	26	477	46	413	110	-
	33%	37% b	22%	42% b	42% b	30%	34%	31%	33%	36%	32%	39% a	-%
Fairly Satisfied	317	97	19	6	9	3	304	13	300	18	273	44	-
	20%	17%	34% ac	13%	31% a	16%	21%	15%	21%	14%	21% b	16%	-%
Very Satisfied	177	57	5	5	*	3	172	5	168	9	150	27	-
	11%	10%	9%	10%	1%	14%	12%	6%	12%	7%	12%	9%	-%
Don't Know (DO NOT READ OUT)	15	3	-	-	-	1	15	-	15	-	14	*	-
	1%	*%	-%	-%	-%	4%	1%	-%	1%	-%	1%	*%	-%
NET: Satisfied	495	154	25	11	9	6	477	18	468	27	423	71	-
	32%	26%	44% ac	24%	32%	30%	32% b	22%	33% b	21%	33% b	25%	-%
NET: Dissatisfied	532	213	19	16	8	8	492	40	478	54	429	103	-
	34%	37%	34%	34%	26%	36%	33%	48% a	33%	43% a	34%	36%	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly						Use of parcels			Types of service used			
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1563	a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Weighted total	1564	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
		846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very Dissatisfied	244 16%	120 14%	35 14%	85 19% a	231 16%	132 14%	234 16%	91 15%	77 17%	46 17%	150 14%	66 17%	1 9%	47 14%	61 13%	237 16%	12 11%
Fairly Dissatisfied	288 18%	182 21% c	51 20% c	53 12%	280 19%	190 21%	281 19%	123 20%	83 18%	54 20%	202 19%	77 19%	1 6%	72 22%	93 20%	283 19%	24 22%
Neither Satisfied Nor Dissatisfied	523 33%	278 33%	100 39% c	141 32%	488 33%	315 35%	500 33%	223 36%	147 33%	108 39% a	386 36%	143 36%	6 55%	112 35%	154 33%	497 33%	33 31%
Fairly Satisfied	317 20%	154 18%	46 18%	112 25% ab	300 20%	178 20%	303 20%	118 19%	92 20%	46 17%	208 19%	77 19%	2 20%	55 17%	104 23%	303 20%	28 26%
Very Satisfied	177 11%	103 12%	24 10%	49 11%	162 11% f	89 10%	168 11% f	61 10%	53 12% f	19 7%	108 10%	34 8%	1 6%	36 11%	49 11%	162 11%	10 9%
Don't Know (DO NOT READ OUT)	15 1%	10 1%	- -%	5 1%	15 1% e	4 *% e	15 1% e	3 *% e	* *% e	2 1%	14 1% be	* *% e	* 4%	3 1%	* *% e	15 1%	* *% e
NET: Satisfied	495 32%	257 30%	70 27%	161 36% ab	462 31% f	267 29%	472 31% f	180 29%	145 32% f	65 24%	315 30% f	110 28%	3 26%	91 28%	154 33%	465 31%	38 36%
NET: Dissatisfied	532 34%	302 36%	86 34%	137 31%	511 35%	322 35%	515 34%	213 34%	160 35%	101 37%	352 33%	143 36%	2 15%	119 37%	154 33%	519 35%	36 33%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 62 (continuation)

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Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Very Dissatisfied	244 16%	171 14%	184 18% a	38 27% c	11 24%	194 14%	240 16%	198 15%	240 16%	182 15%	236 15%	- -%	106 13%	235 15%	19 11%	24 13%	177 15%	43 22% ab
Fairly Dissatisfied	288 18%	232 19%	194 20%	31 22%	15 34% c	239 17%	280 18%	258 20%	283 18%	234 20%	284 18%	- -%	157 20%	284 18%	37 21%	30 16%	211 18%	47 24%
Neither Satisfied Nor Dissatisfied	523 33%	395 33%	344 35%	49 36% b	7 16%	463 34% b	518 34%	459 35%	520 34%	397 33%	518 34%	- -%	287 36%	515 34%	78 44% ab	68 36%	386 33%	65 33%
Fairly Satisfied	317 20%	251 21%	185 19%	13 10%	8 19%	298 22% a	313 20%	259 20%	314 20%	239 20%	312 20%	- -%	162 20%	316 21%	28 16%	41 22% c	250 21% c	25 12%
Very Satisfied	177 11%	144 12% b	76 8%	4 3%	3 6%	170 12% a	172 11%	132 10%	173 11%	130 11%	170 11%	- -%	84 10%	172 11%	14 8%	24 13% c	140 12% c	13 7%
Don't Know (DO NOT READ OUT)	15 1%	11 1%	11 1%	2 2%	- -%	12 1%	14 1%	14 1%	14 1%	12 1%	15 1%	- -%	5 1%	14 1%	- -%	* *%	9 1%	5 3% b
NET: Satisfied	495 32%	395 33% b	261 26%	18 13%	11 25%	468 34% a	485 32%	391 30%	486 32%	369 31%	482 31%	- -%	246 31%	489 32% c	42 24%	65 35% c	390 33% c	38 19%
NET: Dissatisfied	532 34%	403 33%	378 38% a	68 50% c	26 58% c	434 31%	520 34%	456 35%	522 34%	416 35%	520 34%	- -%	263 33%	519 34%	55 32%	54 29%	387 33%	90 45% ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very Dissatisfied	244 16%	28 21%	17 20%	199 15%	163 16%	81 14%	224 16%	20 14%	116 10%	39 49% a	75 26% b	169 13%	7 14%	31 15%
Fairly Dissatisfied	288 18%	25 19%	15 18%	243 18%	199 20% b	89 15%	269 19%	19 13%	197 16%	16 21%	82 28% b	206 16%	6 12%	45 22%
Neither Satisfied Nor Dissatisfied	523 33%	46 35%	33 39%	442 33%	330 33%	193 33%	478 34%	45 31%	432 36% b	6 8%	63 22%	460 36% a	20 39%	77 39%
Fairly Satisfied	317 20%	19 15%	14 16%	283 21%	191 19%	127 22%	293 21%	25 17%	288 24% b	11 14%	49 17%	268 21%	11 21%	27 14%
Very Satisfied	177 11%	14 11%	5 6%	155 12%	100 10%	78 13% a	144 10%	33 23% a	169 14%	6 8%	20 7%	158 12% a	7 14%	19 10%
Don't Know (DO NOT READ OUT)	15 1%	- -%	* 1%	14 1%	6 1%	9 2%	12 1%	3 2%	13 1%	- -%	* % a	14 1%	- -%	* %
NET: Satisfied	495 32%	33 25%	19 22%	438 33% b	290 29%	204 35% a	437 31%	58 40% a	456 38% b	17 22%	69 24%	426 33% a	18 35%	47 23%
NET: Dissatisfied	532 34%	53 40%	32 38%	442 33%	362 37% b	170 30%	493 35%	39 27%	313 26%	55 70% a	157 54% b	375 29%	14 26%	76 38%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Price of postage (QRM3. How would you rate the performance of Royal Mail, as a recipient and sender, in the following areas?)

Base: All respondents who use Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total	1563	222	5	380	391	393	399
Weighted total	1564	219	7	381	389	392	402
Very Dissatisfied	244 16%	34 15%	2 34%	68 18%	56 14%	67 17%	53 13%
Fairly Dissatisfied	288 18%	47 21%	- -%	77 20%	77 20%	67 17%	67 17%
Neither Satisfied Nor Dissatisfied	523 33%	76 35%	3 41%	119 31%	145 37%	123 31%	135 34%
Fairly Satisfied	317 20%	36 16%	2 25%	79 21%	56 14%	82 21%	100 25%
Very Satisfied	177 11%	26 12%	- -%	34 9%	56 14%	46 12%	42 10%
Don't Know (DO NOT READ OUT)	15 1%	* *%	- -%	3 1%	- -%	7 2%	5 1%
NET: Satisfied	495 32%	62 28%	2 25%	113 30%	111 29%	128 33%	142 35%
NET: Dissatisfied	532 34%	81 37%	2 34%	145 38%	133 34%	133 34%	121 30%
Columns Tested: a,b - a,b,c,d				d			

QRM3. SUMMARY. How would you rate the performance of Royal Mail as a recipient and sender in the following areas?

Base: All respondents who use Royal Mail

Areas						
Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Time of collection	Collection reliability	Latest collection time	Amount / level of lost mail	Price of postage
Significance Level: 95%	a	b	c	d	e	f
Unweighted total	1563	1563	1563	1563	1563	1563
Weighted total	1564	1564	1564	1564	1564	1564
Very Dissatisfied	62 4%	42 3%	42 3%	13 1%	50 3%	52 3%
	bcd	d	d	d	d	abcdef
Fairly Dissatisfied	149 10%	102 7%	73 5%	19 1%	83 5%	78 5%
	bcdef	cd	d	d	d	abcdef
Neither Satisfied Nor Dissatisfied	299 19%	210 13%	162 10%	114 7%	216 14%	207 13%
	bcdef	cd	d	cd	cd	abcdef
Fairly Satisfied	508 32%	562 36%	449 29%	425 27%	433 28%	483 31%
	cdeg	acdefg	g	g	deg	
Very Satisfied	528 34%	631 40%	504 32%	627 40%	511 33%	683 44%
	g	aceg	g	aceg	g	acdeg
Don't Know (DO NOT READ OUT)	18 1%	19 1%	335 21%	365 23%	271 17%	60 4%
		abefg	abefg	abfg	abg	
NET: Satisfied	1036 66%	1193 76%	953 61%	1053 67%	944 60%	1166 75%
	ceg	acdeg	g	ceg	g	acdeg
NET: Dissatisfied	212 14%	143 9%	114 7%	33 2%	134 9%	131 8%
	bcdef	d	d	d	d	abcdef
Columns Tested: a,b,c,d,e,f,g						

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Table 64
Page 702
QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail

Significance Level: 95% Unweighted total Weighted total No Problems Amount / level of lost mail Delivery consistency / reliability (e.g. arrives as promised consistently) Lost or late delivery of sent mail Delivery time (when you receive your mail delivery) Wrong mail delivered / our mail delivered elsewhere Damaged mail / goods Time of collection Wrong postage / shortfall on incoming mail - having to pay Collection reliability Latest collection time Availability of a daily collection Accessibility of the sorting office / opening hours Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	1563	a 78	b 133	c 74	d 94	e 121	f 141	g 106	h 115	i 96	j 213	k 195	l 197	m 958
	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
	1272	69	123	108	73	103	225	195	111	83	66	56	60	1090
	81%	80%	80%	70%	83% c	83% c	80%	87% c	84% c	81%	83% c	80%	87% cm	81% c
	122	10	14	18	8	6	17	18	5	9	6	6	5	105
	8%	11% h	9%	12% h	9%	5%	6%	8%	4%	9%	7%	8%	7%	8%
	49	*	5	8	1	4	11	5	6	5	1	1	1	46
	3%	*%	3%	5% j	1%	3%	4% j	2%	5% j	5% j	1%	2%	2%	3% j
	39	*	1	10	1	7	5	2	3	5	1	1	1	36
	2%	*%	1%	6% abjkl	2%	6% abjl	2%	1%	2%	5% bl	2%	2%	1%	3%
	31	-	4	3	*	1	13	-	3	1	1	3	1	26
	2%	-%	2%	2%	*%	1%	5% dglm	-%	3%	1%	2%	4% g	1%	2%
	19	3	2	*	*	3	-	-	3	3	2	1	1	14
	1%	3% f	1%	*%	*%	2%	-%	-%	2%	3%	3% fm	2%	2%	1%
	15	-	1	-	3	-	3	5	2	-	*	1	-	13
1%	-%	1%	-%	3% l	-%	1%	2% l	1%	-%	1%	1%	-%	1%	

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

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
Trustworthiness of the provider	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	1 1%	- -%	- -%	- -%	3 *%
Recorded letters not being signed for	1 *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	1 1% m	- -%	- -%	- -%	1 *%
Account management (if applicable)	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 1% m	- -%	- -%	- -%
Problems with the Smart Stamp online system	* *%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%
Don't know / na	3 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	* 1%	- -%	- -%	2 *%
Other	41 3%	2 2%	2 1%	10 6% begl	2 2%	1 1%	14 5%	- -%	3 2%	2 2%	4 4%	2 2%	1 2%	35 3%
NET: Any problem	290 19%	17 20%	30 20%	47 30% degjlm	15 17%	21 17%	55 20%	28 12%	22 16%	20 19%	13 17%	14 20%	9 13%	254 19% l
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 64 (continuation)

Page 704

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All respondents who use Royal Mail**

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
No Problems	1272	99	99	17	116	307	65	537	1221	33	10	7	51	650	621
	81%	82%	73%	77%	83%	85% b	79%	81% b	81%	83% c	73%	86%	81%	80%	82%
Amount / level of lost mail	122	11	14	5	2	22	5	61	117	3	1	*	4	73	49
	8%	9% d	10% d	21%	2%	6% d	7%	9% d	8%	7%	10%	4%	7%	9%	7%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	4	2	-	7	10	1	22	48	1	*	-	1	20	30
	3%	4%	2%	-%	5%	3%	1%	3%	3%	2%	3%	-%	2%	2%	4%
Lost or late delivery of sent mail	39	2	5	-	5	6	-	18	38	1	*	*	1	24	15
	2%	2%	4%	-%	4%	2%	-%	3%	3%	1%	1%	2%	1%	3%	2%
Delivery time (when you receive your mail delivery)	31	*	*	-	2	10	4	14	29	1	1	-	2	15	15
	2%	*%	*%	-%	1%	3%	5% ab	2%	2%	3%	6% a	-%	3%	2%	2%
Wrong mail delivered / our mail delivered elsewhere	19	2	4	-	1	4	-	7	17	1	1	-	1	7	12
	1%	2%	3%	-%	1%	1%	-%	1%	1%	1%	5% a	-%	2%	1%	2%
Damaged mail / goods	15	4	4	-	*	3	-	4	14	-	*	*	1	5	10
	1%	3% eg	3% eg	-%	*% e	1%	-%	1%	1%	-%	3% ab	2% b	1%	1%	1%
Time of collection	8	-	1	-	2	-	3	2	8	-	-	-	-	5	3
	*%	-%	1%	-%	1% e	-%	3% eg	*%	1%	-%	-%	-%	-%	1%	*%
Wrong postage / shortfall on incoming mail - having to pay	6	1	3	-	*	-	*	2	5	1	*	*	1	4	2
	*%	1%	2% eg	-%	*% e	-%	*%	*%	*%	1% a	1%	2% a	1% a	1% a	*%
Collection reliability	5	*	-	-	2	-	*	3	4	*	-	*	1	3	2
	*%	*%	-%	-%	1% e	-%	*%	*%	*%	*%	-%	4% abe	1%	*%	*%
Latest collection time	4	-	-	-	-	-	2	3	4	*	-	-	*	3	2
	*%	-%	-%	-%	-%	-%	2% e	*%	*%	*%	-%	-%	*%	*%	*%
Availability of a daily collection	4	1	-	-	-	-	-	2	4	-	-	-	-	2	1
	*%	1%	-%	-%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	*%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Accessibility of the
sorting office / opening
hours

Trustworthiness of the
provider

Recorded letters not
being signed for

Account management (if
applicable)

Problems with the Smart
Stamp online system

Don't know / na

Other

NET: Any problem

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1563	a 125	b 162	c 23	d 128	e 354	f 74	g 657	a 1180	b 245	c 87	d 51	e 383	a 788	b 775
1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
4	-	-	-	3	*	-	*	3	-	*	-	*	*	3
*%	-%	-%	-%	2%	*%	-%	*%	*%	-%	1%	-%	*%	*%	*%
				eg										
3	-	-	-	-	2	-	-	3	-	-	-	-	3	-
*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	*%	-%
1	-	-	-	-	-	-	*	1	*	-	-	*	1	*
*%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%
*	-	*	-	-	-	-	-	*	-	-	-	-	*	-
*%	-%	*%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
*	-	-	-	-	*	-	-	-	-	*	-	*	*	-
*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	1%	-%	*%	*%	-%
										a				
3	-	-	-	-	*	-	2	3	-	-	-	-	3	-
*%	-%	-%	-%	-%	*%	-%	*%	*%	-%	-%	-%	-%	*%	-%
41	4	8	1	2	6	7	10	39	1	1	*	2	23	18
3%	4%	6%	3%	1%	2%	8%	2%	3%	3%	4%	2%	3%	3%	2%
		deg				deg								
290	22	36	5	24	52	18	121	278	7	4	1	12	156	134
19%	18%	27%	23%	17%	14%	21%	18%	18%	17%	27%	14%	19%	19%	18%
		eg								ab				

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
No Problems	1272	602	59	58	11	1058	214	443	614	214	775	207	119	98	40	13	3
	81%	81%	80%	84%	69%	83%	73%	87%	81%	73%	84%	81%	76%	82%	66%	59%	94%
				d		b		bc	c		cef	ef	f	ef			
Amount / level of lost mail	122	52	10	9	*	91	31	22	69	31	60	18	17	9	14	4	*
	8%	7%	14%	13%	1%	7%	10%	4%	9%	10%	7%	7%	10%	7%	23%	16%	6%
			ad	ad			a		a	a					abcd	ab	
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	27	3	-	*	38	11	16	22	11	31	6	7	2	3	*	-
	3%	4%	4%	-%	3%	3%	4%	3%	3%	4%	3%	2%	5%	1%	6%	-%	-%
															d		
Lost or late delivery of sent mail	39	17	1	*	3	33	6	8	25	6	18	9	8	4	-	-	-
	2%	2%	2%	-%	21%	3%	2%	2%	3%	2%	2%	4%	5%	3%	-%	-%	-%
					abc								a				
Delivery time (when you receive your mail delivery)	31	18	2	*	*	22	9	1	20	9	12	6	5	3	3	*	-
	2%	2%	3%	1%	3%	2%	3%	-%	3%	3%	1%	2%	3%	3%	5%	2%	-%
									a	a			a		a		
Wrong mail delivered / our mail delivered elsewhere	19	9	-	3	*	14	5	7	7	5	12	4	1	*	2	-	-
	1%	1%	-%	4%	1%	1%	2%	1%	1%	2%	1%	1%	1%	-%	3%	-%	-%
Damaged mail / goods	15	9	-	2	-	10	4	4	7	4	9	3	*	3	-	-	-
	1%	1%	-%	3%	-%	1%	2%	1%	1%	2%	1%	1%	-%	2%	-%	-%	-%
Time of collection	8	6	-	-	-	5	3	-	5	3	-	4	4	-	-	-	-
	-%	1%	-%	-%	-%	-%	1%	-%	1%	1%	-%	1%	3%	-%	-%	-%	-%
										a		a	ad				
Wrong postage / shortfall on incoming mail - having to pay	6	4	-	*	-	*	6	*	*	6	*	-	2	3	1	*	-
	-%	1%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%	2%	2%	1%	2%	-%
							a			ab			ab	ab	a	ab	
Collection reliability	5	4	-	*	*	4	1	-	4	1	2	-	2	-	-	1	-
	-%	1%	-%	-%	1%	-%	-%	-%	1%	-%	-%	-%	2%	-%	-%	4%	-%
													ab		abd		
Latest collection time	4	4	-	-	-	4	*	-	4	*	-	-	4	-	*	-	-
	-%	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	3%	-%	-%	-%	-%
													abd				
Availability of a daily collection	4	2	1	-	-	4	-	-	4	-	1	-	2	-	-	-	-
	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	2%	-%	-%	-%	-%
													ab				

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Accessibility of the sorting office / opening hours	4	3	-	-	-	3	*	3	*	*	3	*	-	*	-	-	-
	%	%	-%	-%	-%	%	%	1%	%	%	%	%	-%	%	-%	-%	-%
Trustworthiness of the provider	3	1	-	-	-	3	-	-	3	-	3	-	-	-	-	-	-
	%	%	-%	-%	-%	%	-%	-%	%	-%	%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	1	1	-	-	-	1	*	-	1	*	1	-	-	-	*	-	-
	%	%	-%	-%	-%	%	%	-%	%	%	%	-%	-%	-%	%	-%	-%
Account management (if applicable)	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	%	-%	1%	-%	-%	-%	%	-%	-%	%	-%	-%	-%	-%	-%	2%	-%
			a													ab	
Problems with the Smart Stamp online system	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	%	-%	-%	-%	1%	-%	%	-%	-%	%	-%	-%	-%	-%	-%	1%	-%
					a											a	
Don't know / na	3	3	-	-	-	3	-	3	-	-	3	-	-	-	-	-	-
	%	%	-%	-%	-%	%	-%	1%	-%	-%	%	-%	-%	-%	-%	-%	-%
								b									
Other	41	23	-	1	*	27	14	10	17	14	25	6	3	3	*	3	-
	3%	3%	-%	1%	3%	2%	5%	2%	2%	5%	3%	2%	2%	2%	%	15%	-%
							a			ab						abcde	
NET: Any problem	290	141	15	11	5	209	81	60	148	81	149	49	38	22	20	9	*
	19%	19%	20%	16%	31%	16%	27%	12%	19%	27%	16%	19%	24%	18%	34%	41%	6%
					ac		a		a	ab			a		abd	abcd	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
No Problems	1272	442	42	33	21	14	1212	60	1182	90	1063	208	-
	81%	76%	75%	71%	73%	65%	82% b	71%	82% b	71%	83% b	73%	-%
Amount / level of lost mail	122	58	5	3	5	2	115	7	113	9	89	33	-
	8%	10%	9%	7%	16%	11%	8%	8%	8%	7%	7%	12% a	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	27	2	2	*	*	45	4	45	4	44	5	-
	3%	5%	4%	4%	%	1%	3%	5%	3%	3%	3%	2%	-%
Lost or late delivery of sent mail	39	22	1	-	-	3	37	2	33	6	32	7	-
	2%	4%	1%	-%	-%	12%	3%	2%	2%	4%	2%	2%	-%
Delivery time (when you receive your mail delivery)	31	16	*	*	*	*	27	3	27	3	25	6	-
	2%	3%	1%	1%	%	1%	2%	4%	2%	3%	2%	2%	-%
Wrong mail delivered / our mail delivered elsewhere	19	10	2	-	-	-	19	*	17	2	14	5	-
	1%	2%	4%	-%	-%	-%	1%	%	1%	1%	1%	2%	-%
Damaged mail / goods	15	10	-	*	2	1	12	2	8	7	4	11	-
	1%	2%	-%	%	5% b	6%	1%	3%	1%	5% a	%	4% a	-%
Time of collection	8	2	-	-	1	-	6	1	6	1	5	3	-
	%	%	-%	-%	4% a	-%	%	1%	%	1%	%	1%	-%
Wrong postage / shortfall on incoming mail - having to pay	6	1	1	3	-	1	4	3	3	3	3	3	-
	%	%	2% a	6% a	-%	7%	%	3% a	%	2% a	%	1%	-%
Collection reliability	5	1	-	-	-	-	5	-	5	-	5	*	-
	%	%	-%	-%	-%	-%	%	-%	%	-%	%	%	-%
Latest collection time	4	*	-	-	-	-	4	-	4	-	4	-	-
	%	%	-%	-%	-%	-%	%	-%	%	-%	%	-%	-%
Availability of a daily collection	4	1	-	-	-	-	4	-	4	-	4	-	-
	%	%	-%	-%	-%	-%	%	-%	%	-%	%	-%	-%
Accessibility of the sorting office / opening hours	4	1	-	-	-	-	4	-	4	-	4	-	-
	%	%	-%	-%	-%	-%	%	-%	%	-%	%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Trustworthiness of the provider

Recorded letters not being signed for

Account management (if applicable)

Problems with the Smart Stamp online system

Don't know / na

Other

NET: Any problem

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	*e	a	b	a	b	a	b	*c
1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
3	-	-	-	-	-	3	-	3	-	3	-	-
*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
1	*	-	-	-	-	1	-	1	-	1	*	-
*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	*%	-%
*	-	*	-	-	-	*	-	*	-	-	*	-
*%	-%	1%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
		a										
*	-	*	-	-	-	*	-	*	-	-	*	-
*%	-%	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
3	2	-	-	-	-	3	-	3	-	3	-	-
*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
41	13	3	5	*	1	36	5	35	6	26	14	-
3%	2%	5%	11%	1%	4%	2%	6%	2%	5%	2%	5%	-%
			a				a		a		a	
290	137	14	14	8	7	265	24	252	37	213	76	-
19%	24%	25%	29%	27%	35%	18%	29%	18%	29%	17%	27%	-%
							a		a		a	

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Unweighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Weighted total																	
No Problems	1272	689	210	357	1195	708	1215	477	363	196	876	298	7	244	353	1216	70
	81%	81%	82%	80%	81%	78%	81%	77%	80%	71%	82%	75%	64%	75%	76%	81%	65%
					df	f	df	f	f		bdf				c	ac	
Amount / level of lost mail	122	66	15	40	119	91	121	61	37	35	77	40	*	33	52	121	25
	8%	8%	6%	9%	8%	10%	8%	10%	8%	13%	7%	10%	4%	10%	11%	8%	23%
						g				aceg					b		ab
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	19	17	13	49	25	49	22	16	7	32	16	-	16	18	49	3
	3%	2%	7%	3%	3%	3%	3%	4%	4%	2%	3%	4%	-%	5%	4%	3%	2%
			ac														
Lost or late delivery of sent mail	39	27	5	8	37	29	39	22	14	12	26	13	*	12	18	37	2
	2%	3%	2%	2%	3%	3%	3%	4%	3%	4%	2%	3%	4%	4%	4%	2%	2%
Delivery time (when you receive your mail delivery)	31	17	4	9	28	24	28	13	11	5	23	5	-	12	8	28	3
	2%	2%	2%	2%	2%	3%	2%	2%	2%	2%	2%	1%	-%	4%	2%	2%	3%
														a			
Wrong mail delivered / our mail delivered elsewhere	19	13	1	3	16	11	17	4	3	2	9	2	*	9	5	16	2
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	3%	1%	1%	2%
														a			
Damaged mail / goods	15	10	2	3	12	14	15	14	1	12	10	9	-	4	4	15	4
	1%	1%	1%	1%	1%	2%	1%	2%	1%	4%	1%	2%	-%	1%	1%	1%	4%
						e		aceg		abceg							ab
Time of collection	8	3	-	5	8	6	8	3	1	1	5	1	-	2	4	8	4
	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	3%
																	ab
Wrong postage / shortfall on incoming mail - having to pay	6	1	5	1	6	6	6	5	1	3	5	4	*	2	2	6	*
	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	4%	1%	1%	1%	1%
			ac														
Collection reliability	5	2	1	3	5	5	5	*	*	*	4	*	-	1	4	5	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	2%
																	b
Latest collection time	4	-	-	4	4	4	4	*	*	-	4	-	-	*	3	4	3
	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	-%	-%	1%	1%	1%	2%
				a													b
Availability of a daily collection	4	-	1	2	4	2	4	-	1	1	4	1	-	-	2	4	2

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Accessibility of the sorting office / opening hours	4 *%	3 *%	* *%	- -%	4 *%	* *%	4 *%	* *%	1 *%	* *%	1 *%	1 *%	- -%	- -%	3 1% b	1 *%	- -%
Trustworthiness of the provider	3 *%	3 *%	- -%	- -%	3 *%	1 *%	3 *%	- -%	- -%	- -%	3 *%	- -%	- -%	- -%	1 *%	3 *%	- -%
Recorded letters not being signed for	1 *%	1 *%	- -%	* *%	1 *%	1 *%	1 *%	* *%	* *%	- -%	1 *%	- -%	- -%	* *%	1 *%	1 *%	- -%
Account management (if applicable)	* *%	- -%	* *%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	- -%
Problems with the Smart Stamp online system	* *%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	* *%	- -%	- -%	* *%	* *%	* *%
Don't know / na	3 *%	3 *%	- -%	- -%	3 *%	- -%	3 *%	- -%	- -%	2 1% bde	3 *%	2 1%	- -%	- -%	- -%	3 *%	- -%
Other	41 3%	17 2%	6 2%	18 4% a	40 3%	26 3%	40 3%	20 3%	13 3%	11 4%	29 3%	14 3%	3 28%	6 2%	16 3%	39 3%	6 6% b
NET: Any problem	290 19%	155 18%	47 18%	87 20%	277 19%	201 22%	284 19%	142 23%	91 20%	78 28%	187 18%	96 24%	4 36%	81 25%	109 24% b	277 19%	38 35% ab

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
No Problems	1272	988	796	95	30	1145	1250	1070	1254	963	1252	-	646	1248	132	137	992	138
	81%	82%	80%	69%	68%	83% ab	81%	81%	81%	81%	82%	-%	81%	81% c	75%	73%	85% ac	69%
Amount / level of lost mail	122	92	85	23	*	97	120	110	122	106	119	-	73	121	30	22	74	26
	8%	8%	9%	17% bc	1%	7%	8%	8%	8%	9%	8%	-%	9%	8%	17% ab	12% b	6%	13% b
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	32	37	4	5	41	49	43	49	39	49	-	15	49	3	9	29	11
	3%	3%	4%	3%	12% ac	3%	3%	3%	3%	3%	3%	-%	2%	3%	1%	5%	2%	6% b
Lost or late delivery of sent mail	39	31	28	5	1	32	39	36	39	26	36	-	19	39	1	7	22	10
	2%	3%	3%	4%	3%	2%	3%	3%	3%	2%	2%	-%	2%	3%	1%	4%	2%	5% b
Delivery time (when you receive your mail delivery)	31	22	15	3	7	20	31	26	31	23	28	-	9	30	1	2	19	10
	2%	2%	1%	2%	16% ac	1%	2%	2%	2%	2%	2%	-%	1%	2%	1%	1%	2%	5% ab
Wrong mail delivered / our mail delivered elsewhere	19	12	10	-	-	19	19	15	19	14	19	-	11	19	3	2	13	4
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	1%	1%	2%
Damaged mail / goods	15	13	12	8	1	5	15	9	15	13	13	-	13	15	8	*	9	6
	1%	1%	1%	6% c	3% c	1%	1%	1%	1%	1%	1%	-%	2%	1%	4% ab	1%	1%	3% ab
Time of collection	8	5	5	2	-	6	8	8	8	5	8	-	2	8	-	2	1	5
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	1%	1%	2% b
Wrong postage / shortfall on incoming mail - having to pay	6	4	6	*	1	5	6	6	6	6	6	-	2	6	*	*	3	3
	1%	1%	1%	1%	3% c	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1% b
Collection reliability	5	2	3	-	-	5	5	5	5	5	5	-	4	5	-	*	2	3
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	1%	1%	1% b
Latest collection time	4	2	4	*	-	4	4	4	4	3	4	-	3	4	*	-	2	3
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	1% b
Availability of a daily collection	4	-	4	-	-	4	4	4	4	4	4	-	2	4	-	-	-	4
	1%	-%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	-%	2% b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Accessibility of the sorting office / opening hours	4	1	1	-	-	4	4	3	4	4	4	-	3	4	-	*	*	3
	***	***	***	-%	-%	***	***	***	***	***	***	-%	***	***	-%	***	***	2% b
Trustworthiness of the provider	3	1	2	-	-	3	3	1	3	3	3	-	3	3	-	-	3	-
	***	***	***	-%	-%	***	***	***	***	***	***	-%	***	***	-%	-%	***	-%
Recorded letters not being signed for	1	1	*	-	-	1	1	1	1	1	1	-	1	1	-	*	1	-
	***	***	***	-%	-%	***	***	***	***	***	***	-%	***	***	-%	***	***	-%
Account management (if applicable)	*	-	*	*	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	***	-%	***	***	-%	-%	***	***	***	***	***	-%	-%	***	-%	***	-%	-%
Problems with the Smart Stamp online system	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	***	***	***	***	-%	-%	***	***	***	***	***	-%	***	***	***	***	-%	-%
Don't know / na	3	2	*	-	-	3	3	3	3	3	3	-	3	3	-	-	*	2
	***	***	***	-%	-%	***	***	***	***	***	***	-%	***	***	-%	-%	***	1% b
Other	41	31	31	7	-	32	38	28	38	29	41	-	27	39	6	11	28	1
	3%	3%	3%	5%	-%	2%	2%	2%	2%	2%	3%	-%	3%	3%	3%	6% bc	2%	1%
NET: Any problem	290	213	198	42	14	230	284	249	286	228	280	-	152	286	43	51	180	59
	19%	18%	20%	31% c	32% c	17%	18%	19%	19%	19%	18%	-%	19%	19%	b	27% b	15%	29% b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?**Base: All respondents who use Royal Mail**

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
No Problems	1272	97	61	1106	773	499	1137	135	1059	41	-	1272	32	147
	81%	73%	72%	83% ab	78%	87% a	80%	93% a	87% b	53%	-%	100% a	62%	73%
Amount / level of lost mail	122	13	7	98	87	34	117	5	67	15	122	-	5	28
	8%	10%	8%	7%	9% b	6%	8% b	3%	5%	19% a	42% b	-%	10%	14%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	5	6	38	37	12	49	*	29	9	49	-	3	2
	3%	4%	7% c	3%	4%	2%	3%	*%	2%	11% a	17% b	-%	5% b	1%
Lost or late delivery of sent mail	39	6	4	29	28	11	37	2	21	6	39	-	4	3
	2%	4%	4%	2%	3%	2%	3%	1%	2%	7% a	13% b	-%	7% b	2%
Delivery time (when you receive your mail delivery)	31	3	2	26	26	5	30	*	7	7	31	-	*	5
	2%	2%	3%	2%	3% b	1%	2%	*%	1%	9% a	11% b	-%	*%	3%
Wrong mail delivered / our mail delivered elsewhere	19	-	-	18	13	6	16	3	9	2	19	-	-	5
	1%	-%	-%	1%	1%	1%	1%	2%	1%	3% a	6% b	-%	-%	2%
Damaged mail / goods	15	3	2	10	11	3	14	*	8	4	15	-	4	7
	1%	2%	2%	1%	1%	1%	1%	*%	1%	5% a	5% b	-%	8% b	3%
Time of collection	8	-	3	5	8	-	8	-	4	2	8	-	-	3
	*%	-%	3% ac	*%	1% b	-%	1%	-%	*%	3% a	3% b	-%	-%	1%
Wrong postage / shortfall on incoming mail - having to pay	6	1	2	3	3	3	6	-	4	*	6	-	3	*
	*%	1%	3% c	*%	*%	*%	*%	-%	*%	*%	2% b	-%	5% b	*%
Collection reliability	5	*	*	5	4	1	5	-	2	3	5	-	-	-
	*%	*%	*%	*%	*%	*%	*%	-%	*%	4% a	2% b	-%	-%	-%
Latest collection time	4	-	*	4	4	-	4	-	2	2	4	-	-	-
	*%	-%	*%	*%	*%	-%	*%	-%	*%	3% a	1% b	-%	-%	-%
Availability of a daily collection	4	-	-	4	4	-	4	-	-	4	4	-	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	-%	5% a	1% b	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Accessibility of the sorting office / opening hours	4	-	*	3	4	-	4	-	4	-	4	-	-	-
	%	-%	%	%	%	-%	%	-%	%	-%	1%	-%	-%	-%
Trustworthiness of the provider	3	-	2	1	1	2	3	-	1	-	3	-	-	-
	%	-%	2%	%	%	%	%	-%	%	-%	1%	-%	-%	-%
			c								b			
Recorded letters not being signed for	1	-	-	1	1	-	1	-	1	-	1	-	-	*
	%	-%	-%	%	%	-%	%	-%	%	-%	%	-%	-%	%
											b			
Account management (if applicable)	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	%	-%	-%	%	%	-%	%	-%	%	-%	%	-%	1%	-%
Problems with the Smart Stamp online system	*	-	*	-	*	-	*	-	*	-	*	-	*	-
	%	-%	%	-%	%	-%	%	-%	%	-%	%	-%	%	-%
Don't know / na	3	-	-	3	2	*	3	-	*	-	-	3	-	-
	%	-%	-%	%	%	%	%	-%	%	-%	-%	%	-%	-%
Other	41	7	3	31	26	14	40	*	11	6	41	-	1	11
	3%	5%	4%	2%	3%	3%	3%	%	1%	8%	14%	-%	2%	5%
										a	b			
NET: Any problem	290	36	23	227	213	77	280	10	153	37	290	-	20	53
	19%	27%	28%	17%	22%	13%	20%	7%	13%	47%	100%	-%	38%	27%
		c	c		b		b			a	b			

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 64 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

No Problems

Amount / level of lost
mail

Delivery consistency /
reliability (e.g.
arrives as promised
consistently)

Lost or late delivery of
sent mail

Delivery time (when you
receive your mail
delivery)

Wrong mail delivered /
our mail delivered
elsewhere

Damaged mail / goods

Time of collection

Wrong postage /
shortfall on incoming
mail - having to pay

Collection reliability

Latest collection time

Availability of a daily
collection

Accessibility of the
sorting office / opening
hours

Trustworthiness of the
provider

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
1272	154	4	302	307	321	343
81%	70%	60%	79%	79%	82%	85%
						ab
122	33	-	32	33	34	23
8%	15%	-%	8%	8%	9%	6%
49	5	-	9	6	18	17
3%	2%	-%	2%	2%	4% b	4% b
39	5	-	13	13	5	8
2%	2%	-%	3% c	3% c	1%	2%
31	5	-	3	19	3	5
2%	2%	-%	1%	5% acd	1%	1%
19	5	-	7	3	6	3
1%	2%	-%	2%	1%	1%	1%
15	11	-	5	7	2	*
1%	5%	-%	1%	2%	1%	1%
			d	d		
8	3	-	1	4	-	2
1%	1%	-%	1%	1% c	-%	1%
6	1	2	3	*	1	3
1%	1%	34%	1%	1%	1%	1%
5	-	-	-	2	*	3
1%	-%	-%	-%	1%	1%	1%
4	-	-	*	2	-	2
1%	-%	-%	1%	1%	-%	1%
4	-	-	1	-	-	2
1%	-%	-%	1%	-%	-%	1%
4	-	-	-	*	3	-
1%	-%	-%	-%	1%	1%	-%
3	-	-	-	2	-	1
1%	-%	-%	-%	1%	-%	1%

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Table 64 (continuation)

Page 717

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Recorded letters not
being signed for

Account management (if
applicable)

Problems with the Smart
Stamp online system

Don't know / na

Other

NET: Any problem

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1563	222	5	380	391	393	399
1564	219	7	381	389	392	402
1	*	-	-	-	-	1
*%	*%	-%	-%	-%	-%	*%
*	-	*	*	-	-	-
*%	-%	6%	*%	-%	-%	-%
*	-	-	-	-	-	*
*%	-%	-%	-%	-%	-%	*%
3	-	-	3	-	-	-
*%	-%	-%	1%	-%	-%	-%
41	9	-	13	13	9	6
3%	4%	-%	3%	3%	2%	1%
290	65	3	76	83	72	59
19%	30%	40%	20% d	21% d	18%	15%

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Table 65
Page 718
QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	287	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	*l	m
Weighted total	292	19	29	21	18	23	28	14	18	16	36	38	27	186
		17	30	47	15	21	55	30	22	20	14	14	9	256
Amount / level of lost mail	122	10	14	18	8	6	17	18	5	9	6	6	5	105
	42%	56%	46%	40%	57%	28%	31%	59%	22%	47%	43%	42%	58%	41%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	*	5	8	1	4	11	5	6	5	1	1	1	46
	17%	1%	17%	17%	9%	18%	21%	17%	28%	26%	4%	11%	14%	18% j
Lost or late delivery of sent mail	39	*	1	10	1	7	5	2	3	5	1	1	1	36
	13%	1%	4%	21%	10%	32%	9%	8%	15%	27%	9%	9%	9%	14%
Delivery time (when you receive your mail delivery)	31	-	4	3	*	1	13	-	3	1	1	3	1	26
	10%	-%	13%	6%	1%	6%	24%	-%	16%	6%	9%	20%	9%	10%
Wrong mail delivered / our mail delivered elsewhere	19	3	2	*	*	3	-	-	3	3	2	1	1	14
	6%	17%	6%	1%	2%	14%	-%	-%	13%	14%	16% m	9%	16%	5%
Damaged mail / goods	15	-	1	-	3	-	3	5	2	-	*	1	-	13
	5%	-%	5%	-%	18%	-%	5%	17%	7%	-%	3%	7%	-%	5%
Time of collection	8	1	2	-	-	-	5	-	-	-	-	-	-	8
	3%	7%	5%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	3%
Wrong postage / shortfall on incoming mail - having to pay	6	*	3	*	-	-	3	-	-	-	1	*	-	6
	2%	1%	9%	*%	-%	-%	5%	-%	-%	-%	4%	1%	-%	2%
Collection reliability	5	-	-	-	-	*	2	-	2	-	*	-	-	4
	2%	-%	-%	-%	-%	2%	4%	-%	8%	-%	3%	-%	-%	2%
Latest collection time	4	2	-	-	-	-	2	-	-	-	*	-	-	4
	1%	9%	-%	-%	-%	-%	4%	-%	-%	-%	1%	-%	-%	2%
Availability of a daily collection	4	1	-	-	-	-	2	-	-	-	-	-	-	4
	1%	7%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	1%
Accessibility of the sorting office / opening hours	4	-	-	-	-	*	3	-	-	-	-	*	-	3
	1%	-%	-%	-%	-%	1%	6%	-%	-%	-%	-%	3%	-%	1%
Trustworthiness of the provider	3	-	-	-	-	-	-	-	2	1	-	-	-	3
	1%	-%	-%	-%	-%	-%	-%	-%	7%	6%	-%	-%	-%	1%
Recorded letters not being signed for	1	-	-	-	*	-	-	-	-	1	-	-	-	1
	*%	-%	-%	-%	1%	-%	-%	-%	-%	6%	-%	-%	-%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

Significance Level: 95%

Unweighted total

Weighted total

Account management (if applicable)

Problems with the Smart Stamp online system

No Problems

Don't know / na

Other

NET: Any problem

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	^a	^b	^c	^d	^e	^f	^g	^h	ⁱ	j	k	^l	m
287	19	29	21	18	23	28	14	18	16	36	38	27	186
292	17	30	47	15	21	55	30	22	20	14	14	9	256
*	-	-	-	-	-	-	-	-	-	*	-	-	-
*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3% m	-%	-%	-%
*	-	-	-	*	-	-	-	-	-	-	-	-	*
*%	-%	-%	-%	1%	-%	-%	-%	-%	-%	-%	-%	-%	*%
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
3	-	-	-	-	-	-	2	-	-	*	-	-	2
1%	-%	-%	-%	-%	-%	-%	8%	-%	-%	3%	-%	-%	1%
41	2	2	10	2	1	14	-	3	2	4	2	1	35
14%	9%	7%	21%	10%	7%	25%	-%	13%	8%	26%	12%	12%	14%
290	17	30	47	15	21	55	28	22	20	13	14	9	254
99%	100%	100%	100%	100%	100%	100%	92%	100%	100%	97%	100%	100%	99%

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Table 65 (continuation)

Page 720

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	287	*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Weighted total	292	21	38	5	25	53	16	123	213	44	23	7	74	153	134
Amount / level of lost mail	122 42%	11 51%	14 38%	5 88%	2 9%	22 41%	5 31%	61 49%	117 42%	3 39%	1 36%	* 26%	4 37%	73 46%	49 37%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49 17%	4 20%	2 7%	- -%	7 28%	10 19%	1 3%	22 18%	48 17%	1 13%	* 10%	- -%	1 11%	20 12%	30 22% a
Lost or late delivery of sent mail	39 13%	2 9%	5 13%	- -%	5 22%	6 11%	- -%	18 15%	38 14%	1 8%	* 5%	* 16%	1 8%	24 15%	15 11%
Delivery time (when you receive your mail delivery)	31 10%	* 2%	* 1%	- -%	2 8%	10 19% b	4 22%	14 11%	29 10%	1 16%	1 22%	- -%	2 17%	15 10%	15 11%
Wrong mail delivered / our mail delivered elsewhere	19 6%	2 9%	4 10%	- -%	1 6%	4 9%	- -%	7 6%	17 6%	1 9%	1 17%	- -%	1 11%	7 4%	12 9%
Damaged mail / goods	15 5%	4 17%	4 11% g	- -%	* 2%	3 5%	- -%	4 3%	14 5%	- -%	* 12%	* 16%	1 5%	5 3%	10 7%
Time of collection	8 3%	- -%	1 3%	- -%	2 6%	- -%	3 14%	2 2%	8 3%	- -%	- -%	- -%	- -%	5 3%	3 2%
Wrong postage / shortfall on incoming mail - having to pay	6 2%	1 6%	3 7%	- -%	* 1%	- -%	* 1%	2 2%	5 2%	1 8% a	* 5%	* 16%	1 8% a	4 3%	2 2%
Collection reliability	5 2%	* 1%	- -%	- -%	2 6%	- -%	* 1%	3 2%	4 2%	* 3%	- -%	* 29%	1 4%	3 2%	2 1%
Latest collection time	4 1%	- -%	- -%	- -%	- -%	- -%	2 9%	3 2%	4 1%	* 2%	- -%	- -%	* 1%	3 2%	2 1%
Availability of a daily collection	4 1%	1 6%	- -%	- -%	- -%	- -%	- -%	2 2%	4 1%	- -%	- -%	- -%	- -%	2 2%	1 1%
Accessibility of the sorting office / opening hours	4 1%	- -%	- -%	- -%	3 13%	* *%	- -%	* *%	3 1%	- -%	* 4%	- -%	* 1%	* *%	3 2%
Trustworthiness of the provider	3 1%	- -%	- -%	- -%	- -%	2 3%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	3 2%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	287	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	292	21	38	5	25	53	16	123	213	44	23	7	74	153	134
Recorded letters not being signed for	1								281	7	4	1	12	159	134
	%	-	-	-	-	-	-	*	1	*	-	-	*	1	*
Account management (if applicable)	*	-%	-%	-%	-%	-%	-%	%	%	3%	-%	-%	1%	1%	%
	%	-	*	-	-	-	-	-	*	-	-	-	-	*	-
Problems with the Smart Stamp online system	%	-%	1%	-%	-%	-%	-%	-%	%	-%	-%	-%	-%	%	-%
	*	-	-	-	-	*	-	-	-	-	*	-	*	*	-
No Problems	%	-%	-%	-%	-%	%	-%	-%	-%	-%	4%	-%	1%	%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know / na	3	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1%	-	-	-	-	*	-	2	3	-	-	-	-	3	-
Other	41	4	8	1	2	6	7	10	19	1	1	*	2	23	18
	14%	20%	21%	12%	7%	12%	37%	8%	14%	17%	14%	14%	16%	15%	13%
		g													
NET: Any problem	290	22	36	5	24	52	18	121	278	7	4	1	12	156	134
	99%	100%	100%	100%	100%	99%	100%	98%	99%	100%	100%	100%	100%	98%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	287	116	19	25	12	190	97	55	135	97	123	47	42	32	19	20	1
Weighted total	292	144	15	11	5	212	81	63	148	81	152	49	38	22	20	9	*
Amount / level of lost mail	122 42%	52 36%	10 69%	9 80%	* 4%	91 43%	31 38%	22 34%	69 47%	31 38%	60 40%	18 36%	17 43%	9 40%	14 69%	4 39%	* 100%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49 17%	27 19%	3 19%	- -%	* 9%	38 18%	11 14%	16 25%	22 15%	11 14%	31 20%	6 11%	7 19%	2 7%	3 17%	* 1%	- -%
Lost or late delivery of sent mail	39 13%	17 12%	1 10%	* 1%	3 66%	33 15%	6 8%	8 12%	25 17% c	6 8%	18 12%	9 19%	8 21%	4 16%	- -%	- -%	- -%
Delivery time (when you receive your mail delivery)	31 10%	18 12%	2 13%	* 4%	* 9%	22 10%	9 11%	1 2%	20 14% a	9 11%	12 8%	6 12%	5 14%	3 15%	3 16%	* 5%	- -%
Wrong mail delivered / our mail delivered elsewhere	19 6%	9 6%	- -%	3 24%	* 4%	14 7%	5 6%	7 11%	7 5%	5 6%	12 8%	4 7%	1 3%	* 2%	2 9%	- -%	- -%
Damaged mail / goods	15 5%	9 6%	- -%	2 21%	- -%	10 5%	4 6%	4 6%	7 4%	4 6%	9 6%	3 5%	* *% c	3 13%	- -%	- -%	- -%
Time of collection	8 3%	6 4%	- -%	- -%	- -%	5 2%	3 3%	- -%	5 3%	3 3%	- -%	4 8% a	4 10% a	- -%	- -%	- -%	- -%
Wrong postage / shortfall on incoming mail - having to pay	6 2%	4 3%	- -%	* 2%	- -%	* *% a	6 7% a	* *% ab	* *% ab	6 7% ab	* *% a	- -% a	2 7% a	3 12% ab	1 3%	* 4%	- -%
Collection reliability	5 2%	4 3%	- -%	* 2%	* 4%	4 2%	1 1%	- -%	4 3%	1 1%	2 1%	- -%	2 6%	- -%	- -%	1 10%	- -%
Latest collection time	4 1%	4 3%	- -%	- -%	- -%	4 2%	* *% ab	- -%	4 3%	* *% ab	- -%	- -%	4 10% ab	- -%	* 1%	- -%	- -%
Availability of a daily collection	4 1%	2 2%	1 9%	- -%	- -%	4 2%	- -%	- -%	4 2%	- -%	1 1%	- -%	2 6% a	- -%	- -%	- -%	- -%
Accessibility of the sorting office / opening hours	4 1%	3 2%	- -%	- -%	- -%	3 2%	* *% bc	3 5% bc	* *% bc	* *% bc	3 2%	* 1%	- -%	* 1%	- -%	- -%	- -%
Trustworthiness of the provider	3 1%	1 1%	- -%	- -%	- -%	3 1%	- -%	- -%	3 2%	- -%	3 2%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	287	116	19	25	12	190	97	55	135	97	123	47	42	32	19	20	1
Weighted total	292	144	15	11	5	212	81	63	148	81	152	49	38	22	20	9	*
Recorded letters not being signed for	1	1	-	-	-	1	*	-	1	*	1	-	-	-	*	-	-
	*%	1%	-%	-%	-%	1%	*%	-%	1%	*%	1%	-%	-%	-%	1%	-%	-%
Account management (if applicable)	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	3%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	5%	-%
Problems with the Smart Stamp online system	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	-%	4%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	2%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	3	3	-	-	-	3	-	3	-	-	3	-	-	-	-	-	-
	1%	2%	-%	-%	-%	1%	-%	5%	-%	-%	2%	-%	-%	-%	-%	-%	-%
Other	41	23	-	1	*	27	14	10	17	14	25	6	3	3	*	3	-
	14%	16%	-%	7%	10%	13%	17%	16%	11%	17%	16%	12%	9%	12%	1%	36%	-%
NET: Any problem	290	141	15	11	5	209	81	60	148	81	149	49	38	22	20	9	*
	99%	98%	100%	100%	100%	99%	100%	95%	100%	100%	98%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	287	132	18	15	10	13	270	17	253	34	212	75	-
Weighted total	292	140	14	14	8	7	268	24	255	37	216	76	-
Amount / level of lost mail	122	58	5	3	5	2	115	7	113	9	89	33	-
	42%	42%	35%	25%	60%	33%	43%	28%	44% b	24%	41%	43%	-%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	27	2	2	*	*	45	4	45	4	44	5	-
	17%	19%	17%	15%	1%	4%	17%	17%	18%	11%	21% b	6%	-%
Lost or late delivery of sent mail	39	22	1	-	-	3	37	2	33	6	32	7	-
	13%	16%	4%	-%	-%	36%	14%	7%	13%	15%	15%	9%	-%
Delivery time (when you receive your mail delivery)	31	16	*	*	*	*	27	3	27	3	25	6	-
	10%	12%	3%	2%	1%	4%	10%	13%	11%	9%	12%	7%	-%
Wrong mail delivered / our mail delivered elsewhere	19	10	2	-	-	-	19	*	17	2	14	5	-
	6%	7%	15%	-%	-%	-%	7%	1%	7%	5%	6%	6%	-%
Damaged mail / goods	15	10	-	*	2	1	12	2	8	7	4	11	-
	5%	7%	-%	1%	20%	17%	5%	10%	3%	18% a	2%	14% a	-%
Time of collection	8	2	-	-	1	-	6	1	6	1	5	3	-
	3%	1%	-%	-%	16%	-%	2%	5%	3%	3%	2%	4%	-%
Wrong postage / shortfall on incoming mail - having to pay	6	1	1	3	-	1	4	3	3	3	3	3	-
	2%	*%	9%	20%	-%	19%	1%	11%	1%	7% a	2%	4%	-%
Collection reliability	5	1	-	-	-	-	5	-	5	-	5	*	-
	2%	1%	-%	-%	-%	-%	2%	-%	2%	-%	2%	*%	-%
Latest collection time	4	*	-	-	-	-	4	-	4	-	4	-	-
	1%	*%	-%	-%	-%	-%	2%	-%	2%	-%	2%	-%	-%
Availability of a daily collection	4	1	-	-	-	-	4	-	4	-	4	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	2%	-%	-%
Accessibility of the sorting office / opening hours	4	1	-	-	-	-	4	-	4	-	4	-	-
	1%	*%	-%	-%	-%	-%	1%	-%	1%	-%	2%	-%	-%
Trustworthiness of the provider	3	-	-	-	-	-	3	-	3	-	3	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Significance Level: 95%	287	132	18	15	10	13	270	17	253	34	212	75	-
Unweighted total	292	140	14	14	8	7	268	24	255	37	216	76	-
Weighted total													
Recorded letters not being signed for	1	*	-	-	-	-	1	-	1	-	1	*	-
	*%	*%	-%	-%	-%	-%	1%	-%	1%	-%	1%	*%	-%
Account management (if applicable)	*	-	*	-	-	-	*	-	*	-	-	*	-
	*%	-%	3%	-%	-%	-%	*%	-%	*%	-%	-%	1%	-%
Problems with the Smart Stamp online system	*	-	*	-	-	-	*	-	*	-	-	*	-
	*%	-%	1%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	3	2	-	-	-	-	3	-	3	-	3	-	-
	1%	2%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Other	41	13	3	5	*	1	36	5	35	6	26	14	-
	14%	10%	20%	39%	3%	12%	13%	22%	14%	17%	12%	19%	-%
NET: Any problem	290	137	14	14	8	7	265	24	252	37	213	76	-
	99%	98%	100%	100%	100%	100%	99%	100%	99%	100%	99%	100%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	287	142	48	96	273	209	279	156	99	83	195	105	5	78	111	274	48
Unweighted total	292	158	47	87	280	201	287	142	91	80	190	98	4	81	109	280	38
Weighted total																	
Amount / level of lost mail	122	66	15	40	119	91	121	61	37	35	77	40	*	33	52	121	25
	42%	42%	33%	46%	43%	45%	42%	43%	41%	44%	41%	41%	12%	40%	47%	43%	67% ab
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	19	17	13	49	25	49	22	16	7	32	16	-	16	18	49	3
	17%	12%	36% ac	15%	18% f	12%	17%	15%	18%	8%	17%	16%	-%	20%	16%	17%	7%
Lost or late delivery of sent mail	39	27	5	8	37	29	39	22	14	12	26	13	*	12	18	37	2
	13%	17%	10%	9%	13%	14%	14%	16%	15%	15%	14%	13%	12%	15%	16%	13%	6%
Delivery time (when you receive your mail delivery)	31	17	4	9	28	24	28	13	11	5	23	5	-	12	8	28	3
	10%	11%	9%	10%	10%	12%	10%	9%	12%	7%	12%	5%	-%	15% a	7%	10%	8%
Wrong mail delivered / our mail delivered elsewhere	19	13	1	3	16	11	17	4	3	2	9	2	*	9	5	16	2
	6%	8%	1%	4%	6%	6%	6%	3%	3%	3%	5%	2%	5%	12% a	4%	6%	5%
Damaged mail / goods	15	10	2	3	12	14	15	14	1	12	10	9	-	4	4	15	4
	5%	6%	4%	3%	4%	7% e	5%	10% ace	2%	14% aceg	5%	9%	-%	5%	3%	5%	10%
Time of collection	8	3	-	5	8	6	8	3	1	1	5	1	-	2	4	8	4
	3%	2%	-%	6%	3%	3%	3%	2%	1%	2%	3%	1%	-%	2%	4%	3%	10% b
Wrong postage / shortfall on incoming mail - having to pay	6	1	5	1	6	6	6	5	1	3	5	4	*	2	2	6	*
	2%	*%	11% ac	1%	2%	3%	2%	3%	1%	3%	3%	4%	10%	2%	2%	2%	1%
Collection reliability	5	2	1	3	5	5	5	*	*	*	4	*	-	1	4	5	2
	2%	1%	1%	3%	2%	2%	2%	*%	*%	*%	2%	*%	-%	1%	4%	2%	6%
Latest collection time	4	-	-	4	4	4	4	*	*	-	4	-	-	*	3	4	3
	1%	-%	-%	5% a	1%	2%	1%	*%	*%	-%	2%	-%	-%	*%	2%	1%	7% b
Availability of a daily collection	4	-	1	2	4	2	4	-	1	1	4	1	-	-	2	4	2
	1%	-%	3%	3% a	1%	1%	1%	-%	1%	2%	2%	1%	-%	-%	2%	1%	6% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	^b b	c	a	b	c
Significance Level: 95%	287	142	48	96	273	209	279	156	99	83	195	105	5	78	111	274	48
Unweighted total	292	158	47	87	280	201	287	142	91	80	190	98	4	81	109	280	38
Weighted total																	
Accessibility of the sorting office / opening hours	4	3	*	-	4	*	4	*	1	*	1	1	-	-	3	1	-
	1%	2%	*%	-%	1%	*%	1%	*%	1%	*%	*%	1%	-%	-%	3%	*%	-%
															b		
Trustworthiness of the provider	3	3	-	-	3	1	3	-	-	-	3	-	-	-	1	3	-
	1%	2%	-%	-%	1%	1%	1%	-%	-%	-%	1%	-%	-%	-%	1%	1%	-%
Recorded letters not being signed for	1	1	-	*	1	1	1	*	*	-	1	-	-	*	1	1	-
	*%	1%	-%	*%	1%	1%	*%	*%	*%	-%	1%	-%	-%	*%	1%	1%	-%
Account management (if applicable)	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	*%	-%	1%	-%	*%	*%	*%	*%	1%	1%	*%	*%	-%	-%	*%	*%	-%
Problems with the Smart Stamp online system	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	*%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	3	3	-	-	3	-	3	-	-	2	3	2	-	-	-	3	-
	1%	2%	-%	-%	1%	-%	1%	-%	-%	3%	2%	2%	-%	-%	-%	1%	-%
										bd							
Other	41	17	6	18	40	26	40	20	13	11	29	14	3	6	16	39	6
	14%	11%	13%	21%	14%	13%	14%	14%	14%	14%	15%	14%	78%	8%	14%	14%	17%
				a													
NET: Any problem	290	155	47	87	277	201	284	142	91	78	187	96	4	81	109	277	38
	99%	98%	100%	100%	99%	100%	99%	100%	100%	97%	98%	98%	100%	100%	100%	99%	100%
						f		f									

Columns Tested: a,b,c - a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	^b	c	a	b	c	d	e	^f	a	b	c	a	b	c
Unweighted total	287	220	195	39	10	234	281	250	283	238	282	-	156	279	50	49	179	59
Weighted total	292	215	198	42	14	233	287	252	289	231	283	-	155	289	43	51	180	61
Amount / level of lost mail	122 42%	92 43%	85 43%	23 54%	* 2%	97 42%	120 42%	110 44%	122 42%	106 46%	119 42%	- -%	73 47%	121 42%	30 69% ab	22 44%	74 41%	26 42%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49 17%	32 15%	37 18%	4 9%	5 39%	41 18%	49 17%	43 17%	49 17%	39 17%	49 17%	- -%	15 10%	49 17% ac	3 6%	9 17%	29 16%	11 19%
Lost or late delivery of sent mail	39 13%	31 15%	28 14%	5 11%	1 10%	32 14%	39 14%	36 14%	39 13%	26 11%	36 13%	- -%	19 12%	39 13% c	1 3%	7 13%	22 12%	10 17%
Delivery time (when you receive your mail delivery)	31 10%	22 10%	15 8%	3 8%	7 52%	20 9%	31 11%	26 10%	31 11%	23 10%	28 10%	- -%	9 6%	30 11%	1 2%	2 4%	19 10%	10 16% a
Wrong mail delivered / our mail delivered elsewhere	19 6%	12 6%	10 5%	- -%	- -%	19 8%	19 7%	15 6%	19 6%	14 6%	19 7%	- -%	11 7%	19 6%	3 7%	2 3%	13 7%	4 7%
Damaged mail / goods	15 5%	13 6%	12 6%	8 20% c	1 9%	5 2%	15 5%	9 4%	15 5%	13 6%	13 5%	- -%	13 8%	15 5%	8 18% b	* %	9 5%	6 9% a
Time of collection	8 3%	5 2%	5 3%	2 4%	- -%	6 3%	8 3%	8 3%	8 3%	5 2%	8 3%	- -%	2 2%	8 3%	- -%	2 3%	1 1%	5 8% b
Wrong postage / shortfall on incoming mail - having to pay	6 2%	4 2%	6 3%	* %	1 9%	5 2%	6 2%	6 2%	6 2%	6 3%	6 2%	- -%	2 1%	6 2%	* 1%	* %	3 2%	3 5%
Collection reliability	5 2%	2 1%	3 1%	- -%	- -%	5 2%	5 2%	5 2%	5 2%	5 2%	5 2%	- -%	4 3%	5 2%	- -%	* 1%	2 1%	3 4%
Latest collection time	4 1%	2 1%	4 2%	* %	- -%	4 2%	4 1%	4 2%	4 1%	3 1%	4 1%	- -%	3 2%	4 1%	* %	- -%	2 1%	3 4%
Availability of a daily collection	4 1%	- -%	4 2% a	- -%	- -%	4 2%	4 1%	4 1%	4 1%	4 2%	4 1%	- -%	2 2%	4 1%	- -%	- -%	- -%	4 6% b
Accessibility of the sorting office / opening hours	4 1%	1 %	1 %	- -%	- -%	4 2%	4 1%	3 1%	4 1%	4 2%	4 1%	- -%	3 2%	4 1%	- -%	* %	* %	3 5% b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	287	220	195	39	10	234	281	250	283	238	282	-	156	279	50	49	179	59
Weighted total	292	215	198	42	14	233	287	252	289	231	283	-	155	289	43	51	180	61
Trustworthiness of the provider	3	1	2	-	-	3	3	1	3	3	3	-	3	3	-	-	3	-
	1%	1%	1%	-%	-%	1%	1%	%	1%	1%	1%	-%	2%	1%	-%	-%	2%	-%
Recorded letters not being signed for	1	1	*	-	-	1	1	1	1	1	1	-	1	1	-	*	1	-
	*%	1%	*%	-%	-%	1%	%	1%	*%	1%	1%	-%	1%	*%	-%	*%	1%	-%
Account management (if applicable)	*	-	*	*	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	*%	-%	*%	1%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	1%	-%	-%
Problems with the Smart Stamp online system	*	*	*	*	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	*%	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	-%	*%	*%	*%	*%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	3	2	*	-	-	3	3	3	3	3	3	-	3	3	-	-	*	2
	1%	1%	*%	-%	-%	1%	1%	1%	1%	1%	1%	-%	2%	1%	-%	-%	*%	4% b
Other	41	31	31	7	-	32	38	28	38	29	41	-	27	39	6	11	28	1
	14%	15%	15%	16%	-%	14%	13%	11%	13%	13%	14%	-%	18%	13%	13%	22% c	16% c	2%
NET: Any problem	290	213	198	42	14	230	284	249	286	228	280	-	152	286	43	51	180	59
	99%	99%	100%	100%	100%	99%	99%	99%	99%	99%	99%	-%	98%	99%	100%	100%	100% c	96%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?
Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	b	a	*b	*a	b
Unweighted total	287	38	27	220	208	79	277	10	151	45	285	2	22	48
Weighted total	292	36	23	230	215	77	283	10	154	37	290	3	20	53
Amount / level of lost mail	122	13	7	98	87	34	117	5	67	15	122	-	5	28
	42%	38%	29%	43%	41%	45%	41%	46%	43%	41%	42%	-%	25%	52%
Delivery consistency / reliability (e.g. arrives as promised consistently)	49	5	6	38	37	12	49	*	29	9	49	-	3	2
	17%	15%	25%	17%	17%	15%	17%	4%	19%	23%	17%	-%	14%	4%
Lost or late delivery of sent mail	39	6	4	29	28	11	37	2	21	6	39	-	4	3
	13%	17%	16%	13%	13%	14%	13%	17%	14%	15%	13%	-%	19%	6%
Delivery time (when you receive your mail delivery)	31	3	2	26	26	5	30	*	7	7	31	-	*	5
	10%	8%	9%	11%	12%	7%	11%	4%	4%	19% a	11%	-%	1%	10%
Wrong mail delivered / our mail delivered elsewhere	19	-	-	18	13	6	16	3	9	2	19	-	-	5
	6%	-%	-%	8%	6%	7%	6%	28%	6%	6%	6%	-%	-%	9%
Damaged mail / goods	15	3	2	10	11	3	14	*	8	4	15	-	4	7
	5%	9%	7%	4%	5%	4%	5%	4%	5%	11%	5%	-%	20%	13%
Time of collection	8	-	3	5	8	-	8	-	4	2	8	-	-	3
	3%	-%	12%	2%	4%	-%	3%	-%	2%	6%	3%	-%	-%	5%
Wrong postage / shortfall on incoming mail - having to pay	6	1	2	3	3	3	6	-	4	*	6	-	3	*
	2%	4%	10%	1%	2%	4%	2%	-%	3%	1%	2%	-%	13%	1%
Collection reliability	5	*	*	5	4	1	5	-	2	3	5	-	-	-
	2%	*%	1%	2%	2%	1%	2%	-%	1%	8% a	2%	-%	-%	-%
Latest collection time	4	-	*	4	4	-	4	-	2	2	4	-	-	-
	1%	-%	*%	2%	2%	-%	1%	-%	1%	6% a	1%	-%	-%	-%
Availability of a daily collection	4	-	-	4	4	-	4	-	-	4	4	-	-	-
	1%	-%	-%	2%	2%	-%	1%	-%	-%	10% a	1%	-%	-%	-%
Accessibility of the sorting office / opening hours	4	-	*	3	4	-	4	-	4	-	4	-	-	-
	1%	-%	1%	1%	2%	-%	1%	-%	2%	-%	1%	-%	-%	-%
Trustworthiness of the provider	3	-	2	1	1	2	3	-	1	-	3	-	-	-
	1%	-%	7%	1%	1%	2%	1%	-%	1%	-%	1%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	b	a	*b	*a	b
Unweighted total	287	38	27	220	208	79	277	10	151	45	285	2	22	48
Weighted total	292	36	23	230	215	77	283	10	154	37	290	3	20	53
Recorded letters not being signed for	1	-	-	1	1	-	1	-	1	-	1	-	-	*
	*%	-%	-%	1%	1%	-%	1%	-%	1%	-%	*%	-%	-%	*%
Account management (if applicable)	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	*%	-%	2%	-%
Problems with the Smart Stamp online system	*	-	*	-	*	-	*	-	*	-	*	-	*	-
	*%	-%	1%	-%	*%	-%	*%	-%	*%	-%	*%	-%	1%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	3	-	-	3	2	*	3	-	*	-	-	3	-	-
	1%	-%	-%	1%	1%	1%	1%	-%	*%	-%	-%	100%	-%	-%
Other	41	7	3	31	26	14	40	*	11	6	41	-	1	11
	14%	19%	15%	13%	12%	19%	14%	5%	7%	18% a	14%	-%	6%	20%
NET: Any problem	290	36	23	227	213	77	280	10	153	37	290	-	20	53
	99%	100%	100%	99%	99%	99%	99%	100%	100%	100%	100%	-%	100%	100%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 65 (continuation)

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QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

Significance Level: 95%

Unweighted total

Weighted total

Amount / level of lost mail

Delivery consistency / reliability (e.g. arrives as promised consistently)

Lost or late delivery of sent mail

Delivery time (when you receive your mail delivery)

Wrong mail delivered / our mail delivered elsewhere

Damaged mail / goods

Time of collection

Wrong postage / shortfall on incoming mail - having to pay

Collection reliability

Latest collection time

Availability of a daily collection

Accessibility of the sorting office / opening hours

Trustworthiness of the provider

Recorded letters not being signed for

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
TOTAL	a	^b	a	b	c	d
287	64	2	66	81	70	70
292	65	3	79	83	72	59
122	33	-	32	33	34	23
42%	50%	-%	40%	40%	48%	39%
49	5	-	9	6	18	17
17%	7%	-%	11%	7%	24% ab	29% ab
39	5	-	13	13	5	8
13%	7%	-%	16%	16%	6%	14%
31	5	-	3	19	3	5
10%	8%	-%	4%	23% acd	5%	9%
19	5	-	7	3	6	3
6%	8%	-%	9%	4%	8%	5%
15	11	-	5	7	2	*
5%	16%	-%	6%	9% d	3%	1%
8	3	-	1	4	-	2
3%	4%	-%	2%	5%	-%	4%
6	1	2	3	*	1	3
2%	1%	84%	3%	*%	1%	4%
5	-	-	-	2	*	3
2%	-%	-%	-%	2%	1%	5%
4	-	-	*	2	-	2
1%	-%	-%	*%	2%	-%	4%
4	-	-	1	-	-	2
1%	-%	-%	2%	-%	-%	4%
4	-	-	-	*	3	-
1%	-%	-%	-%	*%	4%	-%
3	-	-	-	2	-	1
1%	-%	-%	-%	2%	-%	2%
1	*	-	-	-	-	1
*%	*%	-%	-%	-%	-%	2%

QRM4. Have you experienced any problems with your service from Royal Mail (as a sender or recipient of mail) in the last 6 months?

Base: All respondents who use Royal Mail. Excluding those with no problems

Significance Level: 95%

Unweighted total

Weighted total

Account management (if applicable)

Problems with the Smart Stamp online system

No Problems

Don't know / na

Other

NET: Any problem

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
287	64	2	66	81	70	70
292	65	3	79	83	72	59
	*	*	*	-	-	-
*%	-	16%	1%	-%	-%	-%
	*	-	-	-	-	*
*%	-%	-%	-%	-%	-%	*%
	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	-	-	3	-	-	-
1%	-%	-%	4%	-%	-%	-%
41	9	-	13	13	9	6
14%	14%	-%	17%	16%	12%	10%
290	65	3	76	83	72	59
99%	100%	100%	96%	100%	100%	100%

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	*l	m
Unweighted total	287	19	29	21	18	23	28	14	18	16	36	38	27	186
Weighted total	292	17	30	47	15	21	55	30	22	20	14	14	9	256
Very Dissatisfied	25 9%	* 1%	2 6%	5 11%	1 9%	- -	5 10%	5 18%	1 6%	1 7%	2 14%	1 7%	* 5%	22 9%
Fairly Dissatisfied	36 12%	2 10%	4 13%	10 22%	1 10%	5 21%	3 6%	- -	3 15%	5 27%	1 6%	1 10%	* 5%	34 13%
Neither Satisfied Nor Dissatisfied	38 13%	1 7%	3 10%	5 11%	1 10%	3 15%	12 22%	- -	3 13%	5 26%	2 k 16%	* 1%	1 17%	34 k 13%
Fairly Satisfied	33 11%	* 2%	1 5%	2 5%	1 9%	4 19%	8 14%	7 24%	3 15%	1 6%	2 14%	1 10%	1 12%	29 11%
Very Satisfied	14 5%	3 17%	2 6%	2 5%	* 2%	* 1%	- -	2 8%	2 8%	- -	* 3%	1 6%	1 10%	12 5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	137 47%	11 63%	15 48%	18 39%	9 61%	8 39%	26 48%	15 50%	9 44%	6 33%	6 44%	9 67% m	4 46%	118 46%
Don't Know (DO NOT READ OUT)	9 3%	- -	4 12%	3 7%	- -	1 6%	* %	- -	- -	- -	* 3%	- -	* 5%	8 3%
NET: Satisfied	47 16%	3 19%	3 10%	5 10%	1 10%	4 19%	8 14%	10 33%	5 23%	1 6%	2 17%	2 16%	2 22%	41 16%
NET: Dissatisfied	62 21%	2 11%	6 19%	16 33%	3 19%	5 21%	9 16%	5 18%	4 21%	7 35%	3 20%	2 17%	1 10%	56 22%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 66 (continuation)

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Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	287	21	38	5	25	53	16	123	213	44	23	7	74	153	134
Weighted total	292	22	36	5	24	52	18	124	281	7	4	1	12	159	134
Very Dissatisfied	25	-	6	-	-	8	1	11	24	1	-	-	1	16	9
	9%	-%	15%	-%	-%	15%	3%	9%	9%	19% a	-%	-%	11%	10%	7%
Fairly Dissatisfied	36	1	5	*	1	11	1	14	35	*	1	*	1	23	13
	12%	6%	15%	9%	5%	21%	7%	12%	13%	3%	14%	14%	8%	15%	10%
Neither Satisfied Nor Dissatisfied	38	4	2	-	8	1	*	19	37	1	*	*	1	18	20
	13%	20%	5%	-%	31%	2%	1%	16% e	13%	11%	6%	15%	10%	12%	15%
Fairly Satisfied	33	6	7	-	3	1	*	15	32	*	1	*	1	17	16
	11%	27%	21% e	-%	14%	1%	2%	12% e	11%	6%	14%	16%	9%	11%	12%
Very Satisfied	14	3	2	-	*	1	-	8	13	-	1	*	1	6	8
	5%	15%	5%	-%	2%	1%	-%	6%	5%	-%	17%	14%	7%	4%	6%
Have not Contacted / Not Applicable (DO NOT READ OUT)	137	7	13	5	10	30	14	52	131	4	2	*	6	73	64
	47%	32%	35%	91%	42%	58% bg	77%	42%	47%	58%	44%	25%	50%	46%	48%
Don't Know (DO NOT READ OUT)	9	-	2	-	1	*	2	4	8	*	*	*	1	5	3
	3%	-%	5%	-%	5%	1%	9%	3%	3%	2%	4%	16%	4%	3%	3%
NET: Satisfied	47	9	9	-	4	1	*	23	45	*	1	*	2	23	24
	16%	42%	25% e	-%	16%	3%	2%	19% e	16%	6%	31%	30%	16%	14%	18%
NET: Dissatisfied	62	1	11	*	1	19	2	26	59	2	1	*	2	40	22
	21%	6%	30%	9%	5%	36% g	11%	21%	21%	22%	14%	14%	19%	25%	17%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g	
Unweighted total	287	116	19	25	12	190	97	55	135	97	123	47	42	32	19	20	1	
Weighted total	292	144	15	11	5	212	81	63	148	81	152	49	38	22	20	9	*	
Very Dissatisfied	25 9%	13 9%	* 1%	1 7%	* 8%	14 7%	11 14% a	1 1%	13 9%	11 14% a	14 9%	5 10%	3 8%	3 15%	- -	* 5%	- -	
Fairly Dissatisfied	36 12%	18 12%	4 24%	- -	2 37%	22 11%	14 17%	7 11%	16 11%	14 17%	18 12%	4 8%	5 14%	2 11%	2 8%	5 50%	- -	
Neither Satisfied Nor Dissatisfied	38 13%	19 13%	4 27%	* 3%	* 4%	29 13%	9 12%	9 14%	19 13%	9 12%	22 15%	4 8%	3 9%	1 6%	5 26%	1 13%	- -	
Fairly Satisfied	33 11%	22 16%	1 5%	* 4%	* 4%	28 13%	5 7%	7 11%	21 14%	5 7%	18 12%	8 17%	5 13%	1 6%	* %	* 4%	* 100%	
Very Satisfied	14 5%	6 4%	2 14%	2 14%	- -	9 4%	5 6%	4 7%	5 3%	5 6%	6 4%	4 8%	- -	3 14% ac	* 1%	* 2%	- -	
Have not Contacted / Not Applicable (DO NOT READ OUT)	137 47%	65 45%	4 29%	8 72%	2 44%	101 48%	36 44%	35 54%	67 45%	36 44%	66 44%	23 48%	20 53%	11 48%	13 65%	3 27%	- -	
Don't Know (DO NOT READ OUT)	9 3%	2 1%	- -	- -	* 3%	9 4%	* % c	* 1%	8 6% c	* % c	7 4%	* 1%	1 4%	* 1%	- -	- -	- -	
NET: Satisfied	47 16%	28 19%	3 18%	2 18%	* 4%	37 17%	10 13%	12 18%	25 17%	10 13%	25 16%	12 25%	5 13%	4 20%	* 1%	1 5%	* 100%	
NET: Dissatisfied	62 21%	31 21%	4 25%	1 7%	2 45%	37 17%	25 31% a	8 12%	29 20%	25 31% ab	32 21%	9 18%	8 21%	6 26%	2 8%	5 55%	- -	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 66 (continuation)

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Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	132	18	15	10	13	270	17	253	34	212	75	-
Weighted total	292	140	14	8	7	268	24	255	37	216	76	-
Very Dissatisfied	25	13	2	5	-	22	3	19	6	14	11	-
	9%	10%	13%	39%	-%	8%	12%	8%	16%	6%	15% a	-%
Fairly Dissatisfied	36	14	-	-	2	33	3	28	8	21	16	-
	12%	10%	-%	-%	27%	12%	12%	11%	21%	10%	20% a	-%
Neither Satisfied Nor Dissatisfied	38	19	1	2	-	38	-	38	*	35	3	-
	13%	13%	6%	17%	-%	14%	-%	15% b	*%	16% b	4%	-%
Fairly Satisfied	33	19	*	1	4	32	1	30	3	24	9	-
	11%	14%	3%	5%	54%	12%	5%	12%	8%	11%	12%	-%
Very Satisfied	14	8	*	-	1	12	1	12	1	10	4	-
	5%	6%	2%	-%	16%	5%	6%	5%	4%	5%	5%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	137	61	10	5	*	123	14	120	17	107	30	-
	47%	43%	73%	38%	3%	46%	57%	47%	46%	50%	39%	-%
Don't Know (DO NOT READ OUT)	9	5	*	*	-	7	2	7	2	5	4	-
	3%	4%	3%	1%	-%	3%	7%	3%	5%	2%	5%	-%
NET: Satisfied	47	27	1	1	5	44	3	43	4	34	13	-
	16%	20%	4%	5%	70%	17%	11%	17%	12%	16%	17%	-%
NET: Dissatisfied	62	28	2	5	2	56	6	48	14	35	27	-
	21%	20%	13%	39%	27%	21%	25%	19%	37% a	16%	35% a	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	287	142	48	96	273	209	279	156	99	83	195	105	5	78	111	274	48
Weighted total	292	158	47	87	280	201	287	142	91	80	190	98	4	81	109	280	38
Very Dissatisfied	25 9%	9 5%	3 6%	14 16% a	25 9%	20 10%	25 9%	20 14%	9 10%	9 11%	15 8%	13 13%	- -%	9 11%	13 12%	25 9%	3 8%
Fairly Dissatisfied	36 12%	16 10%	7 14%	14 16%	34 12%	23 12%	36 13%	14 10%	18 20% bd	11 13%	29 15%	14 14%	* 12%	5 6%	14 13%	34 12%	5 14%
Neither Satisfied Nor Dissatisfied	38 13%	19 12%	5 10%	14 16%	38 13% f	22 11% f	38 13% f	14 10% f	7 8%	2 2%	19 10% f	7 7%	- -%	15 18% a	20 18%	35 12%	4 11%
Fairly Satisfied	33 11%	15 9%	6 12%	13 15%	33 12%	24 12%	33 12%	18 12%	8 8%	17 21% aceg	22 12%	13 13%	1 17%	13 16%	12 11%	33 12%	7 19%
Very Satisfied	14 5%	10 7%	1 1%	3 3%	14 5%	10 5%	14 5%	6 4%	4 5%	3 3%	8 4%	5 5%	* 5%	4 5%	5 5%	14 5%	3 7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	137 47%	82 52% c	24 52% c	29 33%	128 46%	96 48%	132 46%	65 45%	41 45%	35 44%	95 50%	41 42%	2 66%	35 44%	41 38%	132 47%	15 41%
Don't Know (DO NOT READ OUT)	9 3%	7 4%	2 4%	* 1%	9 3%	6 3%	9 3%	6 4%	3 4%	5 6% g	2 1%	5 5%	- -%	1 1%	4 3%	7 3%	- -%
NET: Satisfied	47 16%	25 16%	6 13%	16 18%	47 17%	34 17%	47 16%	24 17%	12 13%	20 24% e	30 16%	19 19%	1 22%	17 21%	18 16%	46 17%	10 26%
NET: Dissatisfied	62 21%	25 16%	9 20%	28 32% a	59 21%	43 21%	61 21%	34 24%	28 31%	19 24%	45 23%	27 27%	* 12%	13 17%	27 24%	59 21%	8 22%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	287	220	195	39	10	234	281	250	283	238	282	-	156	279	50	49	179	59
Weighted total	292	215	198	42	14	233	287	252	289	231	283	-	155	289	43	51	180	61
Very Dissatisfied	25	17	19	10	-	12	25	20	25	20	25	-	17	25	2	7	13	6
	9%	8%	9%	25% c	-%	5%	9%	8%	9%	9%	9%	-%	11%	9%	4%	14%	7%	9%
Fairly Dissatisfied	36	30	19	3	1	31	36	32	36	30	36	-	24	36	4	5	23	8
	12%	14%	10%	8%	10%	13%	12%	13%	13%	13%	13%	-%	16%	12%	9%	9%	13%	14%
Neither Satisfied Nor Dissatisfied	38	28	25	6	1	32	38	34	38	28	35	-	16	38	5	5	30	3
	13%	13%	13%	15%	9%	14%	13%	13%	13%	12%	13%	-%	10%	13%	11%	9%	17% c	5%
Fairly Satisfied	33	23	22	6	4	24	33	31	33	26	32	-	20	33	4	8	15	10
	11%	11%	11%	13%	27%	10%	11%	12%	11%	11%	11%	-%	13%	11%	9%	16%	8%	17%
Very Satisfied	14	12	11	2	-	12	14	11	14	9	14	-	8	14	1	3	9	2
	5%	6%	5%	5%	-%	5%	5%	5%	5%	4%	5%	-%	5%	5%	2%	6%	5%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	137	99	99	15	7	113	133	116	134	113	131	-	68	136	28	21	86	30
	47%	46%	50%	35%	54%	49%	46%	46%	46%	49%	46%	-%	44%	47%	65% ab	41%	47%	50%
Don't Know (DO NOT READ OUT)	9	5	3	-	-	9	9	7	9	4	9	-	2	7	-	2	5	1
	3%	2%	2%	-%	-%	4%	3%	3%	3%	2%	3%	-%	1%	2%	-%	4%	3%	2%
NET: Satisfied	47	35	33	8	4	36	47	43	47	36	46	-	28	47	5	12	23	12
	16%	16%	17%	18%	27%	15%	16%	17%	16%	15%	16%	-%	18%	16%	11%	23%	13%	20%
NET: Dissatisfied	62	47	38	14	1	43	61	52	61	50	62	-	41	61	5	12	36	14
	21%	22%	19%	33% c	10%	19%	21%	21%	21%	22%	22%	-%	27% c	21%	13%	23%	20%	23%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	b	a	*b	*a	b
Unweighted total	287	38	27	220	208	79	277	10	151	45	285	2	22	48
Weighted total	292	36	23	230	215	77	283	10	154	37	290	3	20	53
Very Dissatisfied	25	*	6	19	16	10	24	1	3	9	25	-	3	8
	9%	1%	27%	8%	7%	13%	8%	15%	2%	24% a	9%	-%	14%	16%
Fairly Dissatisfied	36	8	4	24	27	10	36	-	12	9	36	-	3	12
	12%	21%	19%	11%	12%	12%	13%	-%	8%	24% a	13%	-%	17%	23%
Neither Satisfied Nor Dissatisfied	38	6	3	29	28	9	37	1	14	7	38	-	1	2
	13%	17%	12%	13%	13%	12%	13%	13%	9%	19%	13%	-%	5%	3%
Fairly Satisfied	33	3	-	30	26	7	33	*	22	3	31	2	3	6
	11%	8%	-%	13%	12%	9%	12%	5%	14%	7%	11%	84%	14%	12%
Very Satisfied	14	*	4	10	11	3	14	-	9	-	14	-	-	4
	5%	1%	16%	4%	5%	4%	5%	-%	6%	-%	5%	-%	-%	7%
Have not Contacted / Not Applicable (DO NOT READ OUT)	137	18	6	109	101	36	130	7	88	10	136	*	10	17
	47%	51%	26%	47%	47%	47%	46%	67%	57% b	27%	47%	16%	49%	32%
Don't Know (DO NOT READ OUT)	9	*	-	9	7	2	9	-	5	-	9	-	*	4
	3%	*%	-%	4%	3%	2%	3%	-%	3%	-%	3%	-%	1%	7%
NET: Satisfied	47	3	4	40	37	11	47	*	31	3	45	2	3	10
	16%	10%	16%	17%	17%	14%	16%	5%	20% b	7%	15%	84%	14%	19%
NET: Dissatisfied	62	8	11	43	42	19	60	1	15	18	62	-	6	21
	21%	22%	46%	19%	20%	25%	21%	15%	10%	48% a	21%	-%	31%	39%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%	a	*b	a	b	c	d
Unweighted total	287	64	66	81	70	70
Weighted total	292	65	79	83	72	59
Very Dissatisfied	25	9	9	8	5	4
	9%	13%	11%	10%	7%	7%
Fairly Dissatisfied	36	13	8	8	10	10
	12%	20%	11%	10%	14%	17%
Neither Satisfied Nor Dissatisfied	38	2	10	10	14	4
	13%	4%	12%	12%	20% d	6%
Fairly Satisfied	33	9	13	6	6	8
	11%	14%	17%	7%	9%	13%
Very Satisfied	14	4	7	5	2	*
	5%	6%	9% d	6%	3%	*%
Have not Contacted / Not Applicable (DO NOT READ OUT)	137	24	32	44	29	32
	47%	37%	41%	53%	40%	54%
Don't Know (DO NOT READ OUT)	9	4	-	2	5	2
	3%	6%	-%	2%	7% a	4%
NET: Satisfied	47	13	20	11	9	8
	16%	20%	26% bc	13%	12%	13%
NET: Dissatisfied	62	22	17	16	15	14
	21%	34%	21%	19%	21%	23%

Columns Tested: a,b - a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Have not Contacted / Not Applicable (DO NOT READ OUT) Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	k	*l	m
	287	19	29	21	18	23	28	14	18	16	36	38	27	186
	292	17	30	47	15	21	55	30	22	20	14	14	9	256
	14	-	3	5	1	-	*	3	-	-	*	*	-	13
	5%	-%	11%	11%	9%	-%	-%	10%	-%	-%	3%	3%	-%	5%
	8	1	1	2	-	-	3	-	-	-	*	*	*	8
	3%	7%	4%	5%	-%	-%	5%	-%	-%	-%	-%	3%	5%	3%
	26	2	3	5	1	1	9	-	-	1	3	*	*	22
9%	10%	10%	11%	9%	7%	16%	-%	-%	6%	19% k	3%	5%	9%	
61	2	3	8	*	6	14	10	7	7	1	1	2	57	
21%	12%	9%	17%	3%	28%	25%	32%	33%	34%	10%	7%	22%	22% k	
39	3	2	5	3	4	3	5	3	4	3	3	2	32	
13%	17%	6%	10%	19%	20%	6%	16%	16%	21%	20%	20%	18%	13%	
135	9	15	18	9	8	26	12	11	8	6	9	4	117	
46%	53%	48%	39%	61%	39%	48%	41%	51%	39%	44%	64% m	41%	45%	
9	-	4	3	-	1	*	-	-	-	*	-	1	8	
3%	-%	12%	7%	-%	6%	-%	-%	-%	-%	3%	-%	9%	3%	
100	5	5	13	3	10	17	15	11	11	4	4	3	89	
34%	29%	15%	28%	22%	49%	30%	49%	49%	54%	30%	27%	40%	35%	
22	1	4	7	1	-	3	3	-	-	*	1	*	20	
8%	7%	15%	16%	9%	-%	5%	10%	-%	-%	3%	6%	5%	8%	

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Table 67 (continuation)

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	287	21	38	5	25	53	16	123	213	44	23	7	74	153	134
Weighted total	292	22	36	5	24	52	18	124	281	7	4	1	12	159	134
Very Dissatisfied	14	-	3	-	2	4	-	5	13	*	-	-	*	11	3
	5%	-%	7%	-%	6%	7%	1%	4%	5%	5%	-%	-%	3%	7%	2%
Fairly Dissatisfied	8	-	3	-	1	*	-	4	8	-	*	-	*	5	3
	3%	-%	8%	-%	5%	1%	-%	3%	3%	-%	4%	-%	1%	3%	2%
Neither Satisfied Nor Dissatisfied	26	2	3	-	3	5	-	11	25	*	-	*	*	12	14
	9%	8%	7%	-%	13%	10%	-%	9%	9%	4%	-%	14%	4%	8%	10%
Fairly Satisfied	61	9	9	*	5	6	2	27	58	2	1	*	3	33	28
	21%	43%	25%	9%	21%	11%	12%	22%	21%	25%	27%	16%	25%	21%	21%
Very Satisfied	39	4	5	-	2	4	*	24	38	*	1	*	1	23	16
	13%	18%	14%	-%	7%	8%	2%	19%	13%	5%	20%	29%	12%	14%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	135	7	12	5	10	32	13	49	129	4	2	*	6	69	66
	46%	32%	34%	91%	42%	62%	76%	39%	46%	58%	44%	25%	50%	44%	49%
					bg										
Don't Know (DO NOT READ OUT)	9	-	2	-	1	*	2	4	9	*	*	*	1	6	3
	3%	-%	5%	-%	5%	1%	9%	3%	3%	2%	4%	16%	4%	4%	3%
NET: Satisfied	100	13	14	*	7	10	2	51	96	2	2	1	4	56	45
	34%	60%	39%	9%	28%	19%	14%	41%	34%	30%	47%	45%	37%	35%	33%
			e				e								
NET: Dissatisfied	22	-	6	-	3	4	*	9	22	*	*	-	1	16	6
	8%	-%	15%	-%	12%	8%	1%	8%	8%	5%	4%	-%	4%	10%	5%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 67 (continuation)

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g	
Unweighted total	287	116	19	25	12	190	97	55	135	97	123	47	42	32	19	20	1	
Weighted total	292	144	15	11	5	212	81	63	148	81	152	49	38	22	20	9	*	
Very Dissatisfied	14 5%	6 4%	* 1%	* 4%	- -%	6 3%	8 10% a	- -%	6 4%	8 10% a	9 6%	- -%	3 8% b	2 7%	- -%	- -%	- -%	
Fairly Dissatisfied	8 3%	7 5%	* 3%	- -%	- -%	6 3%	2 3%	1 2%	5 3%	2 3%	1 1%	5 10% a	1 3%	1 3%	* 2%	- -%	- -%	
Neither Satisfied Nor Dissatisfied	26 9%	10 7%	3 24%	- -%	* 4%	16 8%	10 12%	4 6%	12 8%	10 12%	16 10%	4 8%	1 3%	- -%	5 23%	1 9%	- -%	
Fairly Satisfied	61 21%	37 26%	2 14%	1 9%	1 11%	45 21%	16 20%	16 25%	29 20%	16 20%	33 21%	8 16%	11 28%	5 25%	* 1%	4 45%	* 100%	
Very Satisfied	39 13%	21 15%	4 26%	2 15%	* 4%	30 14%	9 11%	11 17%	20 13%	9 11%	22 14%	8 16%	2 5%	4 16%	1 7%	2 19%	- -%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	135 46%	62 43%	4 29%	8 72%	4 78%	99 47%	36 44%	31 49%	68 46%	36 44%	65 43%	24 49%	19 49%	11 48%	13 65%	3 27%	- -%	
Don't Know (DO NOT READ OUT)	9 3%	2 1%	* 3%	- -%	* 3%	9 4%	1 1%	* 1%	8 6% c	1 1%	7 4%	* 1%	1 4%	* 1%	* 2%	- -%	- -%	
NET: Satisfied	100 34%	58 40%	6 40%	3 24%	1 15%	76 36%	25 30%	27 42%	49 33%	25 30%	55 36%	16 32%	13 33%	9 41%	2 8%	6 64%	* 100%	
NET: Dissatisfied	22 8%	12 9%	1 5%	* 4%	- -%	12 6%	10 13% a	1 2%	11 7%	10 13% a	10 7%	5 10%	4 12%	2 10%	* 2%	- -%	- -%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	*b	a	b	a	b	*c
Unweighted total	287	132	18	15	10	13	270	253	34	212	75	-
Weighted total	292	140	14	14	8	7	268	255	37	216	76	-
Very Dissatisfied	14	9	-	3	-	*	11	10	3	8	6	-
	5%	7%	-%	19%	-%	6%	4%	4%	9%	4%	8%	-%
Fairly Dissatisfied	8	7	-	*	-	1	8	6	2	2	7	-
	3%	5%	-%	3%	-%	17%	3%	2%	7%	1%	9%	-%
											a	
Neither Satisfied Nor Dissatisfied	26	9	1	3	-	1	25	21	4	18	7	-
	9%	7%	9%	20%	-%	19%	9%	8%	12%	9%	10%	-%
Fairly Satisfied	61	27	-	1	3	2	60	57	4	49	12	-
	21%	19%	-%	11%	43%	23%	22%	23%	10%	23%	15%	-%
Very Satisfied	39	23	2	1	4	*	38	34	5	27	12	-
	13%	17%	15%	7%	48%	6%	14%	13%	14%	13%	16%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	135	59	10	5	*	2	119	119	16	106	29	-
	46%	42%	73%	38%	3%	29%	45%	46%	44%	49%	38%	-%
Don't Know (DO NOT READ OUT)	9	5	*	*	*	-	8	8	2	5	4	-
	3%	4%	3%	1%	5%	-%	3%	3%	5%	3%	5%	-%
NET: Satisfied	100	50	2	2	7	2	98	91	9	77	24	-
	34%	36%	15%	18%	91%	29%	36%	36%	24%	35%	31%	-%
NET: Dissatisfied	22	16	-	3	-	2	19	16	6	9	13	-
	8%	11%	-%	23%	-%	23%	7%	6%	15%	4%	17%	-%
											a	
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	287	142	48	96	273	209	279	156	99	83	195	105	5	78	111	274	48
Weighted total	292	158	47	87	280	201	287	142	91	80	190	98	4	81	109	280	38
Very Dissatisfied	14	5	*	8	14	8	14	11	2	5	6	4	-	9	5	14	4
	5%	3%	9%	b	5%	4%	5%	8%	3%	6%	3%	4%	-%	11%	5%	5%	11%
Fairly Dissatisfied	8	5	*	3	8	6	8	5	4	5	7	4	*	4	4	8	1
	3%	3%	1%	3%	3%	3%	3%	3%	5%	6%	4%	4%	12%	5%	4%	3%	3%
Neither Satisfied Nor Dissatisfied	26	10	4	12	24	18	25	8	6	3	15	9	-	5	16	20	1
	9%	7%	8%	13%	8%	9%	9%	6%	7%	3%	8%	9%	-%	7%	15%	7%	2%
															bc		
Fairly Satisfied	61	27	11	23	60	36	61	23	20	17	46	15	*	19	23	60	9
	21%	17%	24%	27%	22%	18%	21%	16%	22%	21%	24%	15%	5%	23%	21%	22%	23%
Very Satisfied	39	23	3	13	36	32	39	25	12	14	21	22	1	8	14	39	7
	13%	14%	7%	15%	13%	16%	14%	18%	14%	18%	11%	22%	17%	10%	13%	14%	19%
												c					
Have not Contacted / Not Applicable (DO NOT READ OUT)	135	81	26	27	128	94	130	63	42	32	93	40	2	35	42	130	15
	46%	51% c	55% c	31%	46%	47%	45%	45%	46%	40%	49%	40%	66%	44%	39%	46%	41%
Don't Know (DO NOT READ OUT)	9	7	2	1	9	6	9	6	4	5	2	5	-	1	4	8	*
	3%	4%	4%	1%	3%	3%	3%	4%	4%	6% g	1%	5%	-%	1%	4%	3%	1%
NET: Satisfied	100	49	14	37	97	68	100	48	32	31	67	37	1	27	37	100	16
	34%	31%	31%	42%	35%	34%	35%	34%	35%	39%	35%	37%	22%	33%	34%	36%	42%
NET: Dissatisfied	22	10	1	11	22	14	22	16	7	9	13	8	*	12	9	22	5
	8%	7%	1%	b	8%	7%	8%	11%	7%	12%	7%	8%	12%	15%	9%	8%	14%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	287	220	195	39	10	234	281	250	283	238	282	-	156	279	50	49	179	59
Weighted total	292	215	198	42	14	233	287	252	289	231	283	-	155	289	43	51	180	61
Very Dissatisfied	14	11	13	6	-	5	14	9	14	9	14	-	8	14	1	2	11	*
	5%	5%	7%	14%	-%	2%	5%	4%	5%	4%	5%	-%	5%	5%	2%	4%	6%	*%
				c														
Fairly Dissatisfied	8	5	8	3	-	5	8	8	8	7	8	-	5	8	*	*	5	3
	3%	2%	4%	7%	-%	2%	3%	3%	3%	3%	3%	-%	4%	3%	1%	1%	3%	5%
Neither Satisfied Nor Dissatisfied	26	16	9	6	1	20	26	21	26	21	23	-	12	26	*	7	15	4
	9%	7%	5%	14%	10%	9%	9%	8%	9%	9%	8%	-%	8%	9%	*%	14%	8%	6%
														c				
Fairly Satisfied	61	47	41	6	4	51	61	55	61	45	60	-	40	61	10	8	38	16
	21%	22%	21%	15%	27%	22%	21%	22%	21%	20%	21%	-%	26%	21%	24%	15%	21%	26%
Very Satisfied	39	34	24	5	1	34	39	34	39	31	39	-	21	39	6	11	24	5
	13%	16%	12%	13%	9%	15%	13%	13%	13%	13%	14%	-%	14%	13%	14%	21%	13%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	135	97	99	16	7	108	131	117	132	112	129	-	66	134	26	21	82	32
	46%	45%	50%	38%	54%	46%	45%	46%	46%	49%	46%	-%	42%	46%	59%	41%	45%	52%
															a			
Don't Know (DO NOT READ OUT)	9	6	3	-	-	9	9	8	9	5	9	-	3	8	-	2	6	1
	3%	3%	2%	-%	-%	4%	3%	3%	3%	2%	3%	-%	2%	3%	-%	4%	3%	2%
NET: Satisfied	100	81	65	12	5	85	99	89	100	76	99	-	61	99	16	18	61	21
	34%	37%	33%	27%	36%	37%	35%	35%	35%	33%	35%	-%	40%	34%	37%	35%	34%	34%
NET: Dissatisfied	22	15	21	9	-	10	22	18	22	16	22	-	13	22	1	2	16	3
	8%	7%	11%	21%	-%	4%	8%	7%	8%	7%	8%	-%	8%	8%	3%	5%	9%	5%
				c														

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 67 (continuation)

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	b	a	*b	*a	b
Unweighted total	287	38	27	220	208	79	277	10	151	45	285	2	22	48
Weighted total	292	36	23	230	215	77	283	10	154	37	290	3	20	53
Very Dissatisfied	14	-	5	9	12	1	14	-	-	7	14	-	-	6
	5%	-%	21%	4%	6%	2%	5%	-%	-%	19% a	5%	-%	-%	11%
Fairly Dissatisfied	8	4	-	5	6	3	8	-	1	1	8	-	3	4
	3%	10% c	-%	2%	3%	3%	3%	-%	1%	2%	3%	-%	15%	7%
Neither Satisfied Nor Dissatisfied	26	4	1	21	15	10	26	-	7	8	26	-	2	6
	9%	13%	2%	9%	7%	14%	9%	-%	5%	20% a	9%	-%	9%	10%
Fairly Satisfied	61	7	6	48	44	17	60	1	30	7	59	2	4	8
	21%	20%	26%	21%	20%	22%	21%	13%	19%	20%	20%	84%	18%	15%
Very Satisfied	39	1	5	33	32	8	37	2	27	3	39	-	4	8
	13%	1%	23%	14% a	15%	10%	13%	19%	18%	7%	14%	-%	20%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	135	20	6	106	99	36	128	7	83	12	134	*	7	19
	46%	56%	26%	46%	46%	47%	45%	67%	54% b	31%	46%	16%	37%	35%
Don't Know (DO NOT READ OUT)	9	*	*	9	7	2	9	-	5	-	9	-	*	4
	3%	-%	2%	4%	3%	3%	3%	-%	4%	-%	3%	-%	1%	7%
NET: Satisfied	100	7	11	82	76	25	97	3	57	10	98	2	8	16
	34%	21%	48%	35%	35%	32%	34%	33%	37%	27%	34%	84%	39%	30%
NET: Dissatisfied	22	4	5	13	18	4	22	-	1	8	22	-	3	10
	8%	10%	21%	6%	8%	5%	8%	-%	1%	21% a	8%	-%	15%	18%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 67 (continuation)

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%	a	*b	a	b	c	d
Unweighted total	287	64	66	81	70	70
Weighted total	292	65	79	83	72	59
Very Dissatisfied	14	6	7	2	5	*
	5%	9%	8%	2%	7%	*%
			d		d	
Fairly Dissatisfied	8	2	5	-	*	3
	3%	3%	7%	-%	*%	5%
			bc			b
Neither Satisfied Nor Dissatisfied	26	7	3	12	7	3
	9%	11%	4%	15%	10%	6%
		16%		a		
Fairly Satisfied	61	12	18	15	15	13
	21%	18%	22%	18%	21%	23%
Very Satisfied	39	12	12	12	9	5
	13%	18%	16%	15%	13%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	135	23	34	40	30	32
	46%	36%	42%	48%	42%	54%
Don't Know (DO NOT READ OUT)	9	4	-	2	6	2
	3%	6%	-%	2%	8%	4%
		-%		a		
NET: Satisfied	100	24	30	27	24	19
	34%	36%	38%	33%	34%	32%
NET: Dissatisfied	22	8	12	2	5	3
	8%	12%	15%	2%	7%	5%
		-%	b			

Columns Tested: a,b - a,b,c,d

QRM5. SUMMARY. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects ...

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months

	Aspects	
	Professionalism and handling of any query / complaint	The staff being polite and courteous
Significance Level: 95%	a	b
Unweighted total	287	287
Weighted total	292	292
Very Dissatisfied	25 9%	14 5%
Fairly Dissatisfied	36 12% b	8 3%
Neither Satisfied Nor Dissatisfied	38 13%	26 9%
Fairly Satisfied	33 11%	61 21% a
Very Satisfied	14 5%	39 13% a
Have not Contacted / Not Applicable (DO NOT READ OUT)	137 47%	135 46%
Don't Know (DO NOT READ OUT)	9 3%	9 3%
NET: Satisfied	47 16%	100 34% a
NET: Dissatisfied	62 21% b	22 8%
Columns Tested: a,b		

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	145	7	16	13	7	15	16	6	9	10	19	12	15	99
Weighted total	156	6	16	28	6	13	28	15	12	13	8	5	5	139
Very Dissatisfied	25 16%	* 3%	2 12%	5 19%	1 23%	- -	5 19%	5 36%	1 10%	1 11%	2 24%	1 20%	* 10%	22 16%
Fairly Dissatisfied	36 23%	2 26%	4 25%	10 36%	1 26%	5 35%	3 11%	- -	3 26%	5 41%	1 11%	1 30%	* 9%	34 24%
Neither Satisfied Nor Dissatisfied	38 24%	1 20%	3 20%	5 17%	1 25%	3 24%	12 43%	- -	3 23%	5 39%	2 28%	* 3%	1 31%	34 25%
Fairly Satisfied	33 21%	* 6%	1 9%	2 9%	1 22%	4 31%	8 27%	7 48%	3 26%	1 9%	2 24%	1 30%	1 23%	29 21%
Very Satisfied	14 9%	3 45%	2 11%	2 9%	* 4%	* 1%	- -	2 16%	2 14%	- -	* 6%	1 18%	1 19%	12 8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Don't Know (DO NOT READ OUT)	9 6%	- -%	4 23%	3 11%	- -	1 10%	* 1%	- -	- -%	- -%	* 6%	- -%	* 9%	8 6%
NET: Satisfied	47 30%	3 51%	3 20%	5 17%	1 26%	4 32%	8 27%	10 64%	5 40%	1 9%	2 30%	2 48%	2 42%	41 29%
NET: Dissatisfied	62 40%	2 29%	6 37%	16 55%	3 49%	5 35%	9 30%	5 36%	4 37%	7 51%	3 36%	2 50%	1 19%	56 40%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	145	11	23	1	12	22	7	66	109	18	13	5	36	80	65
Weighted total	156	15	24	*	14	22	4	72	150	3	2	1	6	86	69
Very Dissatisfied	25	-	6	-	-	8	1	11	24	1	-	-	1	16	9
	16%	-%	23%	-%	-%	37%	14%	16%	16%	46%	-%	-%	22%	19%	13%
Fairly Dissatisfied	36	1	5	*	1	11	1	14	35	*	1	*	1	23	13
	23%	8%	22%	100%	9%	51%	33%	20%	24%	8%	26%	19%	16%	27%	19%
Neither Satisfied Nor Dissatisfied	38	4	2	-	8	1	*	19	37	1	*	*	1	18	20
	24%	30%	7%	-%	54%	4%	4%	27%	25%	27%	11%	20%	20%	21%	28%
Fairly Satisfied	33	6	7	-	3	1	*	15	32	*	1	*	1	17	16
	21%	40%	32%	-%	25%	4%	9%	21%	21%	13%	25%	21%	19%	20%	23%
Very Satisfied	14	3	2	-	*	1	-	8	13	-	1	*	1	6	8
	9%	22%	7%	-%	3%	3%	-%	11%	9%	-%	31%	19%	14%	7%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	-	2	-	1	*	2	4	8	*	*	*	1	5	3
	6%	-%	8%	-%	9%	2%	40%	5%	6%	6%	8%	21%	9%	6%	5%
NET: Satisfied	47	9	9	-	4	1	*	23	45	*	1	*	2	23	24
	30%	62%	39%	-%	28%	6%	9%	32%	30%	13%	55%	40%	33%	27%	35%
NET: Dissatisfied	62	1	11	*	1	19	2	26	59	2	1	*	2	40	22
	40%	8%	46%	100%	9%	87%	47%	36%	40%	53%	26%	19%	38%	46%	32%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - 4,999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	*b	*c	*d	*e	*f	*g	
Unweighted total	145	63	12	8	7	91	54	19	72	54	59	25	22	16	8	13	1	
Weighted total	156	80	10	3	3	111	45	29	82	45	86	26	18	12	7	7	*	
Very Dissatisfied	25	13	*	1	*	14	11	1	13	11	14	5	3	3	-	*	-	
	16%	16%	2%	23%	14%	13%	25%	3%	16%	25%	16%	20%	16%	29%	-%	7%	-%	
Fairly Dissatisfied	36	18	4	-	2	22	14	7	16	14	18	4	5	2	2	5	-	
	23%	22%	34%	-%	67%	20%	31%	23%	19%	31%	21%	15%	29%	20%	23%	68%	-%	
Neither Satisfied Nor Dissatisfied	38	19	4	*	*	29	9	9	19	9	22	4	3	1	5	1	-	
	24%	24%	38%	12%	6%	26%	21%	32%	24%	21%	26%	16%	19%	11%	73%	18%	-%	
Fairly Satisfied	33	22	1	*	*	28	5	7	21	5	18	8	5	1	*	*	*	
	21%	28%	6%	14%	7%	25%	12%	25%	25%	12%	21%	32%	27%	11%	1%	5%	100%	
Very Satisfied	14	6	2	2	-	9	5	4	5	5	6	4	-	3	*	*	-	
	9%	7%	20%	50%	-%	8%	11%	16%	6%	11%	8%	15%	-%	27%	3%	2%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't Know (DO NOT READ OUT)	9	2	-	-	*	9	*	*	8	*	7	*	1	*	-	-	-	
	6%	3%	-%	-%	6%	8%	*%	1%	10% c	*%	8%	2%	8%	1%	-%	-%	-%	
NET: Satisfied	47	28	3	2	*	37	10	12	25	10	25	12	5	4	*	1	*	
	30%	35%	26%	65%	7%	33%	23%	40%	31%	23%	29%	47%	27%	38%	4%	7%	100%	
NET: Dissatisfied	62	31	4	1	2	37	25	8	29	25	32	9	8	6	2	5	-	
	40%	38%	36%	23%	81%	33%	56% a	26%	35%	56% b	37%	35%	45%	50%	23%	75%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 69 (continuation)

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Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	145	70	7	11	8	136	9	124	21	101	44	-
Weighted total	156	79	4	8	8	145	10	136	20	109	47	-
Very Dissatisfied	25	13	2	5	-	22	3	19	6	14	11	-
	16%	17%	49%	63%	-%	15%	29%	14%	30%	13%	24%	-%
Fairly Dissatisfied	36	14	-	-	2	33	3	28	8	21	16	-
	23%	18%	-%	-%	28%	23%	28%	21%	39%	19%	33%	-%
Neither Satisfied Nor Dissatisfied	38	19	1	2	-	38	-	38	*	35	3	-
	24%	24%	22%	27%	-%	26%	-%	28%	1%	32%	6%	-%
Fairly Satisfied	33	19	*	1	4	32	1	30	3	24	9	-
	21%	24%	11%	8%	55%	22%	12%	22%	14%	22%	20%	-%
Very Satisfied	14	8	*	-	1	12	1	12	1	10	4	-
	9%	10%	6%	-%	16%	8%	14%	9%	7%	9%	8%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	5	*	*	-	7	2	7	2	5	4	-
	6%	7%	12%	2%	-%	5%	16%	5%	9%	5%	8%	-%
NET: Satisfied	47	27	1	1	5	44	3	43	4	34	13	-
	30%	35%	16%	8%	72%	31%	27%	32%	22%	31%	28%	-%
NET: Dissatisfied	62	28	2	5	2	56	6	48	14	35	27	-
	40%	35%	49%	63%	28%	38%	57%	35%	69%	32%	58%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 69 (continuation)

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Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	145	64	26	55	139	104	142	84	54	48	93	58	4	42	64	137	29
Weighted total	156	75	22	58	152	105	155	78	50	45	95	57	1	46	68	148	23
Very Dissatisfied	25	9	3	14	25	20	25	20	9	9	15	13	-	9	13	25	3
	16%	11%	13%	24%	16%	19%	16%	26%	19%	19%	16%	22%	-%	19%	19%	17%	14%
Fairly Dissatisfied	36	16	7	14	34	23	36	14	18	11	29	14	*	5	14	34	5
	23%	21%	29%	24%	23%	22%	23%	18%	37%	23%	31%	25%	36%	10%	20%	23%	23%
									ad								
Neither Satisfied Nor Dissatisfied	38	19	5	14	38	22	38	14	7	2	19	7	-	15	20	35	4
	24%	25%	22%	24%	25%	21%	24%	18%	14%	4%	20%	13%	-%	32%	29%	24%	19%
					f	f	f	f			f			a			
Fairly Satisfied	33	15	6	13	33	24	33	18	8	17	22	13	1	13	12	33	7
	21%	20%	25%	22%	22%	23%	21%	23%	15%	37%	23%	23%	50%	28%	18%	22%	32%
									ace								
Very Satisfied	14	10	1	3	14	10	14	6	4	3	8	5	*	4	5	14	3
	9%	14%	2%	5%	9%	10%	9%	8%	8%	6%	8%	9%	14%	8%	8%	9%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	7	2	*	9	6	9	6	3	5	2	5	-	1	4	7	-
	6%	9%	8%	1%	6%	5%	6%	8%	6%	11%	2%	9%	-%	2%	5%	5%	-%
										g							
NET: Satisfied	47	25	6	16	47	34	47	24	12	20	30	19	1	17	18	46	10
	30%	33%	28%	27%	31%	33%	30%	30%	24%	43%	31%	32%	64%	37%	26%	31%	44%
									e								
NET: Dissatisfied	62	25	9	28	59	43	61	34	28	19	45	27	*	13	27	59	8
	40%	33%	42%	48%	39%	41%	40%	44%	56%	42%	47%	46%	36%	29%	39%	40%	37%
									ac								

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	a	b	*c
Unweighted total	145	110	23	4	116	142	129	143	119	143	-	81	139	22	31	90	24
Weighted total	156	116	28	6	120	155	135	155	118	152	-	87	153	15	30	95	31
Very Dissatisfied	25	17	10	-	12	25	20	25	20	25	-	17	25	2	7	13	6
	16%	15%	38%	-%	10%	16%	15%	16%	17%	17%	-%	19%	16%	11%	23%	14%	18%
Fairly Dissatisfied	36	30	3	1	31	36	32	36	30	36	-	24	36	4	5	23	8
	23%	26%	12%	23%	26%	23%	23%	23%	26%	24%	-%	28%	24%	26%	15%	25%	27%
Neither Satisfied Nor Dissatisfied	38	28	6	1	32	38	34	38	28	35	-	16	38	5	5	30	3
	24%	24%	23%	20%	27%	25%	25%	24%	24%	23%	-%	18%	25%	32%	16%	32%	11%
Fairly Satisfied	33	23	6	4	24	33	31	33	26	32	-	20	33	4	8	15	10
	21%	20%	20%	58%	20%	21%	23%	21%	22%	21%	-%	23%	21%	27%	28%	15%	34%
Very Satisfied	14	12	2	-	12	14	11	14	9	14	-	8	14	1	3	9	2
	9%	10%	7%	-%	10%	9%	8%	9%	8%	9%	-%	9%	9%	5%	11%	9%	6%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	5	-	-	9	9	7	9	4	9	-	2	7	-	2	5	1
	6%	5%	-%	-%	7%	6%	5%	6%	4%	6%	-%	3%	5%	-%	8%	6%	4%
NET: Satisfied	47	35	8	4	36	47	43	47	36	46	-	28	47	5	12	23	12
	30%	30%	27%	58%	30%	30%	32%	30%	30%	30%	-%	32%	31%	32%	39%	25%	40%
NET: Dissatisfied	62	47	14	1	43	61	52	61	50	62	-	41	61	5	12	36	14
	40%	41%	50%	23%	36%	39%	38%	40%	42%	41%	-%	47%	40%	36%	38%	38%	46%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	b	a	*b	*a	b
Unweighted total	145	17	19	109	106	39	142	3	65	31	144	1	12	30
Weighted total	156	17	17	121	115	41	152	3	65	27	153	2	10	36
Very Dissatisfied	25	*	6	19	16	10	24	1	3	9	25	-	3	8
	16%	1%	37%	16%	14%	24%	16%	45%	4%	32% a	17%	-%	28%	23%
Fairly Dissatisfied	36	8	4	24	27	10	36	-	12	9	36	-	3	12
	23%	44%	25%	20%	23%	24%	24%	-%	19%	33%	24%	-%	33%	34%
Neither Satisfied Nor Dissatisfied	38	6	3	29	28	9	37	1	14	7	38	-	1	2
	24%	35%	16%	24%	25%	23%	24%	41%	21%	26%	25%	-%	10%	5%
Fairly Satisfied	33	3	-	30	26	7	33	*	22	3	31	2	3	6
	21%	17%	-%	25%	23%	18%	22%	14%	33% b	10%	20%	100%	28%	18%
Very Satisfied	14	*	4	10	11	3	14	-	9	-	14	-	-	4
	9%	2%	21%	8%	9%	8%	9%	-%	14% b	-%	9%	-%	-%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	*	-	9	7	2	9	-	5	-	9	-	*	4
	6%	1%	-%	7%	6%	4%	6%	-%	8%	-%	6%	-%	2%	10%
NET: Satisfied	47	3	4	40	37	11	47	*	31	3	45	2	3	10
	30%	20%	21%	33%	32%	26%	31%	14%	47% b	10%	29%	100%	28%	28%
NET: Dissatisfied	62	8	11	43	42	19	60	1	15	18	62	-	6	21
	40%	45%	63%	36%	37%	47%	40%	45%	23%	65% a	40%	-%	60%	57%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%	a	*b	a	b	c	d
Unweighted total	145	38	37	39	32	37
Weighted total	156	41	47	39	43	27
Very Dissatisfied	25	9	9	8	5	4
	16%	21%	18%	21%	11%	15%
Fairly Dissatisfied	36	13	8	8	10	10
	23%	32%	18%	21%	23%	36%
Neither Satisfied Nor Dissatisfied	38	2	10	10	14	4
	24%	6%	21%	27%	33%	14%
Fairly Satisfied	33	9	13	6	6	8
	21%	23%	29%	15%	15%	28%
Very Satisfied	14	4	7	5	2	*
	9%	9%	15%	12%	5%	1%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	4	-	2	5	2
	6%	9%	-%	4%	12%	8%
NET: Satisfied	47	13	20	11	9	8
	30%	32%	43%	27%	20%	28%
NET: Dissatisfied	62	22	17	16	15	14
	40%	54%	36%	42%	34%	51%

Columns Tested: a,b - a,b,c,d

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	GOR													
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
	Unweighted total	147	8	16	13	7	15	16	7	8	9	19	13	16	99
	Weighted total	158	8	16	28	6	13	28	18	11	12	8	5	5	140
	Very Dissatisfied	14	-	3	5	1	-	*	3	-	-	*	*	-	13
		9%	-%	21%	18%	23%	-%	1%	17%	-%	-%	6%	8%	-%	9%
	Fairly Dissatisfied	8	1	1	2	-	-	3	-	-	-	*	*	*	8
		5%	16%	8%	8%	-%	-%	9%	-%	-%	-%	9%	9%	9%	5%
	Neither Satisfied Nor Dissatisfied	26	2	3	5	1	1	9	-	-	1	3	*	*	22
		16%	21%	19%	18%	22%	11%	31%	-%	-%	11%	34%	8%	8%	16%
	Fairly Satisfied	61	2	3	8	*	6	14	10	7	7	1	1	2	57
		39%	27%	18%	28%	7%	46%	48%	55%	68%	55%	18%	20%	37%	41%
	Very Satisfied	39	3	2	5	3	4	3	5	3	4	3	3	2	32
		25%	37%	11%	17%	48%	33%	11%	28%	32%	34%	36%	54%	31%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't Know (DO NOT READ OUT)	9	-	4	3	-	1	*	-	-	-	*	-	1	8	
	6%	-%	23%	11%	-%	10%	1%	-%	-%	-%	6%	-%	16%	6%	
NET: Satisfied	100	5	5	13	3	10	17	15	11	11	4	4	3	89	
	64%	63%	30%	45%	55%	79%	59%	83%	100%	89%	54%	74%	67%	64%	
NET: Dissatisfied	22	1	4	7	1	-	3	3	-	-	*	1	*	20	
	14%	16%	29%	26%	23%	-%	10%	17%	-%	-%	6%	17%	9%	15%	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m															

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

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	g	a	*b	*c	*d	e	a	b
Unweighted total	147	11	24	1	12	21	7	68	111	18	13	5	36	83	64
Weighted total	158	15	24	*	14	20	4	75	152	3	2	1	6	90	68
Very Dissatisfied	14	-	3	-	2	4	*	5	13	*	-	-	*	11	3
	9%	-%	11%	-%	11%	19%	4%	7%	9%	12%	-%	-%	6%	12%	5%
Fairly Dissatisfied	8	-	3	-	1	*	-	4	8	-	*	-	*	5	3
	5%	-%	12%	-%	9%	2%	-%	5%	5%	-%	8%	-%	3%	6%	4%
Neither Satisfied Nor Dissatisfied	26	2	3	-	3	5	-	11	25	*	-	*	*	12	14
	16%	11%	11%	-%	22%	26%	-%	15%	17%	10%	-%	19%	8%	13%	20%
Fairly Satisfied	61	9	9	*	5	6	2	27	58	2	1	*	3	33	28
	39%	63%	37%	100%	36%	29%	49%	36%	38%	61%	48%	21%	50%	37%	42%
Very Satisfied	39	4	5	-	2	4	*	24	38	*	1	*	1	23	16
	25%	26%	21%	-%	13%	21%	10%	32%	25%	11%	37%	39%	25%	26%	24%
Have not Contacted / Not Applicable (DO NOT READ OUT)															
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)															
	9	-	2	-	1	*	2	4	9	*	*	*	1	6	3
	6%	-%	8%	-%	9%	2%	37%	5%	6%	6%	8%	21%	9%	7%	5%
NET: Satisfied	100	13	14	*	7	10	2	51	96	2	2	1	4	56	45
	64%	89%	58%	100%	49%	50%	59%	68%	63%	72%	85%	60%	75%	62%	66%
NET: Dissatisfied	22	-	6	-	3	4	*	9	22	*	*	-	1	16	6
	14%	-%	23%	-%	20%	21%	4%	12%	14%	12%	8%	-%	9%	18%	9%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	*b	*c	*d	*e	*f	*g	
Unweighted total	147	64	12	8	6	93	54	22	71	54	60	25	23	16	8	13	1	
Weighted total	158	82	10	3	1	113	45	32	81	45	87	25	20	12	7	7	*	
Very Dissatisfied	14	6	*	*	-	6	8	-	6	8	9	-	3	2	-	-	-	
	9%	7%	2%	14%	-%	5%	17% a	-%	7%	17%	10%	-%	16%	14%	-%	-%	-%	
Fairly Dissatisfied	8	7	*	-	-	6	2	1	5	2	1	5	1	1	*	-	-	
	5%	8%	5%	-%	-%	5%	5%	4%	6%	5%	1%	19%	6%	5%	7%	-%	-%	
Neither Satisfied Nor Dissatisfied	26	10	3	-	*	16	10	4	12	10	16	4	1	-	5	1	-	
	16%	12%	34%	-%	17%	14%	21%	12%	15%	21%	18%	16%	5%	-%	64%	13%	-%	
Fairly Satisfied	61	37	2	1	1	45	16	16	29	16	33	8	11	5	*	4	*	
	39%	45%	20%	32%	51%	40%	35%	49%	36%	35%	37%	31%	55%	48%	4%	62%	100%	
Very Satisfied	39	21	4	2	*	30	9	11	20	9	22	8	2	4	1	2	-	
	25%	26%	36%	54%	16%	27%	19%	33%	25%	19%	25%	32%	10%	31%	20%	26%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't Know (DO NOT READ OUT)	9	2	*	-	*	9	1	*	8	1	7	*	1	*	*	-	-	
	6%	3%	4%	-%	15%	8%	1%	1%	10% c	1%	8%	2%	7%	1%	6%	-%	-%	
NET: Satisfied	100	58	6	3	1	76	25	27	49	25	55	16	13	9	2	6	*	
	64%	71%	56%	86%	68%	67%	55%	83%	61%	55%	63%	63%	65%	79%	24%	87%	100%	
NET: Dissatisfied	22	12	1	*	-	12	10	1	11	10	10	5	4	2	*	-	-	
	14%	15%	6%	14%	-%	11%	23%	4%	13%	23%	12%	19%	23%	20%	7%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	147	71	7	11	8	139	8	126	21	103	44	-
Weighted total	158	80	4	8	5	149	9	137	21	110	48	-
Very Dissatisfied	14	9	-	3	-	11	3	10	3	8	6	-
	9%	12%	-%	31%	-%	7%	35%	8%	15%	7%	13%	-%
Fairly Dissatisfied	8	7	-	*	-	8	-	6	2	2	7	-
	5%	8%	-%	6%	-%	6%	-%	4%	12%	2%	14%	-%
											a	
Neither Satisfied Nor Dissatisfied	26	9	1	3	-	25	1	21	4	18	7	-
	16%	11%	33%	32%	-%	17%	14%	16%	21%	17%	16%	-%
Fairly Satisfied	61	27	-	1	3	60	1	57	4	49	12	-
	39%	34%	-%	17%	45%	40%	15%	42%	17%	45%	25%	-%
										b		
Very Satisfied	39	23	2	1	4	38	1	34	5	27	12	-
	25%	29%	55%	12%	50%	25%	17%	25%	26%	25%	25%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	5	*	*	*	8	2	8	2	5	4	-
	6%	6%	12%	2%	5%	5%	19%	5%	9%	5%	8%	-%
NET: Satisfied	100	50	2	2	7	98	3	91	9	77	24	-
	64%	62%	55%	29%	95%	65%	32%	67%	43%	70%	50%	-%
										b		
NET: Dissatisfied	22	16	-	3	-	19	3	16	6	9	13	-
	14%	20%	-%	37%	-%	13%	35%	12%	27%	9%	26%	-%
										a		
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	147	65	25	57	140	106	144	85	54	49	94	59	4	42	64	139	29
Weighted total	158	77	21	60	152	107	157	79	49	48	97	59	1	46	67	150	23
Very Dissatisfied	14	5	*	8	14	8	14	11	2	5	6	4	-	9	5	14	4
	9%	7%	1%	13%	9%	8%	9%	14%	5%	10%	6%	6%	-%	19% a	8%	9%	19%
Fairly Dissatisfied	8	5	*	3	8	6	8	5	4	5	7	4	*	4	4	8	1
	5%	7%	2%	5%	6%	6%	5%	6%	8%	10%	7%	7%	36%	8%	6%	6%	6%
Neither Satisfied Nor Dissatisfied	26	10	4	12	24	18	25	8	6	3	15	9	-	5	16	20	1
	16%	13%	19%	19%	16%	17% f	16%	11%	13%	5%	15%	16%	-%	12%	24%	14%	3%
Fairly Satisfied	61	27	11	23	60	36	61	23	20	17	46	15	*	19	23	60	9
	39%	35%	53%	39%	40%	34%	39%	30%	41%	35%	47% d	25%	14%	41%	34%	40%	39%
Very Satisfied	39	23	3	13	36	32	39	25	12	14	21	22	1	8	14	39	7
	25%	29%	16%	22%	24%	31%	25%	32%	25%	29%	22%	37% c	50%	17%	21%	26%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	7	2	1	9	6	9	6	4	5	2	5	-	1	4	8	*
	6%	9%	9%	1%	6%	6%	6%	8%	7%	10%	3%	9%	-%	3%	6%	5%	2%
NET: Satisfied	100	49	14	37	97	68	100	48	32	31	67	37	1	27	37	100	16
	64%	64%	69%	61%	64%	64%	64%	61%	66%	65%	69%	62%	64%	59%	56%	67%	71%
NET: Dissatisfied	22	10	1	11	22	14	22	16	7	9	13	8	*	12	9	22	5
	14%	14%	3%	18%	15%	13%	14%	20%	13%	20%	13%	13%	36%	27%	14%	15%	24%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 70 (continuation)

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	a	b	*c
Unweighted total	147	112	94	22	4	120	144	130	145	120	145	-	83	141	23	31	93	23
Weighted total	158	118	100	26	6	125	156	135	157	119	153	-	89	155	18	30	98	29
Very Dissatisfied	14	11	13	6	-	5	14	9	14	9	14	-	8	14	1	2	11	*
	9%	9%	13%	22%	-%	4%	9%	7%	9%	8%	9%	-%	8%	9%	5%	7%	12%	1%
Fairly Dissatisfied	8	5	8	3	-	5	8	8	8	7	8	-	5	8	*	*	5	3
	5%	4%	8%	12%	-%	4%	5%	6%	5%	6%	5%	-%	6%	5%	3%	2%	5%	11%
Neither Satisfied Nor Dissatisfied	26	16	9	6	1	20	26	21	26	21	23	-	12	26	*	7	15	4
	16%	14%	9%	22%	23%	16%	16%	15%	16%	18%	15%	-%	13%	17%	1%	24%	15%	13%
Fairly Satisfied	61	47	41	6	4	51	61	55	61	45	60	-	40	61	10	8	38	16
	39%	40%	42%	24%	58%	41%	39%	41%	39%	38%	39%	-%	45%	39%	58%	25%	38%	55%
Very Satisfied	39	34	24	5	1	34	39	34	39	31	39	-	21	39	6	11	24	5
	25%	29%	24%	20%	20%	27%	25%	25%	25%	26%	26%	-%	24%	25%	34%	35%	24%	16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	6	3	-	-	9	9	8	9	5	9	-	3	8	-	2	6	1
	6%	5%	3%	-%	-%	7%	6%	6%	6%	4%	6%	-%	3%	5%	-%	8%	6%	4%
NET: Satisfied	100	81	65	12	5	85	99	89	100	76	99	-	61	99	16	18	61	21
	64%	68%	66%	44%	77%	68%	64%	66%	64%	64%	64%	-%	69%	64%	92%	60%	63%	71%
NET: Dissatisfied	22	15	21	9	-	10	22	18	22	16	22	-	13	22	1	2	16	3
	14%	13%	21%	34%	-%	8%	14%	13%	14%	14%	14%	-%	15%	14%	8%	8%	17%	11%
Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c																		

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Table 70 (continuation)

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	b	a	*b	*a	*b
Unweighted total	147	16	19	112	108	39	144	3	69	30	146	1	13	29
Weighted total	158	16	17	125	117	41	154	3	70	25	155	2	13	35
Very Dissatisfied	14	-	5	9	12	1	14	-	-	7	14	-	-	6
	9%	-%	29%	7%	11%	3%	9%	-%	-%	28% a	9%	-%	-%	17%
Fairly Dissatisfied	8	4	-	5	6	3	8	-	1	1	8	-	3	4
	5%	23%	-%	4%	5%	6%	5%	-%	2%	2%	5%	-%	23%	11%
Neither Satisfied Nor Dissatisfied	26	4	1	21	15	10	26	-	7	8	26	-	2	6
	16%	28%	3%	17%	13%	26%	17%	-%	10%	30% a	17%	-%	15%	16%
Fairly Satisfied	61	7	6	48	44	17	60	1	30	7	59	2	4	8
	39%	44%	35%	39%	38%	42%	39%	41%	42%	29%	38%	100%	29%	23%
Very Satisfied	39	1	5	33	32	8	37	2	27	3	39	-	4	8
	25%	3%	31%	27%	27%	19%	24%	59%	38% b	10%	25%	-%	32%	22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	*	*	9	7	2	9	-	5	-	9	-	*	4
	6%	1%	2%	7%	6%	5%	6%	-%	8%	-%	6%	-%	1%	11%
NET: Satisfied	100	7	11	82	76	25	97	3	57	10	98	2	8	16
	64%	47%	66%	65%	65%	60%	63%	100%	80% b	39%	63%	100%	61%	46%
NET: Dissatisfied	22	4	5	13	18	4	22	-	1	8	22	-	3	10
	14%	23%	29%	11%	16%	9%	14%	-%	2%	31% a	14%	-%	23%	28%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 70 (continuation)

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The staff being polite and courteous (QRM5. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects)

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%	a	*b	a	b	c	d
Unweighted total	147	38	36	42	32	37
Weighted total	158	42	45	43	42	27
Very Dissatisfied	14	6	7	2	5	*
	9%	14%	15%	5%	12%	1%
			d			
Fairly Dissatisfied	8	2	5	-	*	3
	5%	4%	12%	-%	*%	11%
			b			b
Neither Satisfied Nor Dissatisfied	26	7	3	12	7	3
	16%	17%	8%	28%	16%	12%
		100%		a		
Fairly Satisfied	61	12	18	15	15	13
	39%	28%	39%	35%	36%	49%
Very Satisfied	39	12	12	12	9	5
	25%	28%	27%	29%	22%	20%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	9	4	-	2	6	2
	6%	9%	-%	4%	14%	8%
				a		
NET: Satisfied	100	24	30	27	24	19
	64%	56%	66%	63%	58%	69%
NET: Dissatisfied	22	8	12	2	5	3
	14%	18%	26%	5%	12%	11%
			b			

Columns Tested: a,b - a,b,c,d

QRM5. SUMMARY. Thinking about contacting Royal Mail with a service query, request or complaint, and your experiences in the last six months, please rate Royal Mail on the following aspects ...

Base: All respondents who have experienced a problem with their service from Royal Mail in the last 6 months excluding have not contacted / not applicable

	Aspects	
	Professionalism and handling of any query / complaint	The staff being polite and courteous
Significance Level: 95%	a	b
Unweighted total	145	147
Weighted total	156	158
Very Dissatisfied	25 16% b	14 9%
Fairly Dissatisfied	36 23% b	8 5%
Neither Satisfied Nor Dissatisfied	38 24%	26 16%
Fairly Satisfied	33 21%	61 39% a
Very Satisfied	14 9%	39 25% a
Have not Contacted / Not Applicable (DO NOT READ OUT)	- -%	- -%
Don't Know (DO NOT READ OUT)	9 6%	9 6%
NET: Satisfied	47 30%	100 64% a
NET: Dissatisfied	62 40% b	22 14%

Columns Tested: a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1563	78	133	74	94	121	141	106	115	96	213	195	197	958
Weighted total	1564	86	153	155	88	124	280	226	133	102	80	70	69	1346
Very low	112 7%	5 5%	21 14%	6 4%	4 5%	2 1%	28 10%	15 7%	13 10%	3 3%	8 10%	4 5%	4 5%	96 7%
			cdeiklm				e	e	e		ei			e
Quite low	217 14%	8 9%	14 9%	34 22%	16 18%	11 9%	42 15%	38 17%	18 13%	13 13%	8 9%	6 8%	9 13%	194 14%
				abejk	jk			k						k
Neither low nor high	556 36%	38 45%	60 39%	64 42%	27 31%	45 36%	93 33%	68 30%	38 29%	45 44%	25 32%	22 32%	29 42%	479 36%
		ghj								ghj			ghj	
Quite high	457 29%	30 35%	37 24%	35 23%	26 29%	37 30%	80 29%	71 32%	45 34%	26 26%	25 31%	28 40%	18 26%	387 29%
												bcfilm		
Very high	212 14%	5 6%	21 14%	13 8%	14 16%	30 24%	34 12%	33 15%	17 13%	13 13%	14 17%	9 13%	9 13%	180 13%
					a	abcfhiklm					a			
Don't Know (DO NOT READ OUT)	11 1%	- -%	* %	2 2%	1 1%	- -%	3 1%	- -%	2 1%	1 1%	- -%	1 1%	1 1%	10 1%
NET: High	669 43%	35 41%	58 38%	48 31%	40 45%	66 54%	114 41%	104 46%	62 47%	40 39%	39 48%	37 53%	26 39%	567 42%
						bcffilm		c	c		c	bcffilm		
NET: Low	328 21%	12 14%	35 23%	40 26%	20 22%	13 10%	70 25%	54 24%	31 23%	17 16%	16 20%	10 14%	13 18%	290 22%
			ek	ek	e		ek	ek	ek		e			ek
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1563	125	162	23	128	354	74	657	1180	245	87	51	383	788	775
Weighted total	1564	121	136	22	140	360	82	661	1501	40	14	8	63	809	755
Very low	112	5	15	1	3	23	5	54	108	3	1	*	4	64	47
	7%	4%	11%	2%	2%	6%	6%	8%	7%	7%	4%	5%	6%	8%	6%
			ad					d							
Quite low	217	15	24	3	24	45	10	93	209	5	2	1	8	118	99
	14%	12%	17%	15%	17%	13%	12%	14%	14%	12%	17%	13%	13%	15%	13%
Neither low nor high	556	54	42	8	49	130	36	221	531	16	5	3	24	292	263
	36%	44%	31%	37%	35%	36%	44%	33%	35%	40%	37%	37%	39%	36%	35%
		bg													
Quite high	457	33	43	5	41	113	23	187	441	10	4	3	17	217	240
	29%	27%	31%	24%	29%	31%	28%	28%	29%	26%	25%	31%	26%	27%	32%
														a	
Very high	212	13	13	5	20	48	9	99	202	6	2	1	10	110	102
	14%	11%	9%	21%	14%	13%	11%	15%	13%	15%	17%	14%	15%	14%	14%
Don't Know (DO NOT READ OUT)	11	2	*	-	3	-	-	6	11	*	-	-	*	8	3
	1%	1%	*%	-%	2%	-%	-%	1%	1%	1%	-%	-%	1%	1%	*%
		e			e										
NET: High	669	46	55	10	61	161	32	287	643	16	6	4	26	326	342
	43%	38%	41%	45%	44%	45%	39%	43%	43%	41%	42%	45%	42%	40%	45%
														a	
NET: Low	328	19	38	4	27	69	14	147	317	7	3	1	12	182	146
	21%	16%	28%	17%	19%	19%	17%	22%	21%	18%	21%	18%	19%	23%	19%
			ae												

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1563	638	73	95	46	1169	394	444	725	394	788	269	183	168	74	60	3
Weighted total	1564	746	73	70	16	1270	295	507	763	295	927	257	158	121	60	23	3
Very low	112 7%	56 8%	9 12%	5 7%	3 22% ac	76 6%	35 12% a	32 6%	44 6%	35 12% ab	65 7% b	8 3%	9 6%	16 13% abcf	9 16% abcf	1 4%	- -%
Quite low	217 14%	101 14%	12 16%	8 11%	3 17%	171 13%	46 16%	51 10%	119 16% a	46 16% a	119 13%	39 15%	26 17%	16 13%	10 16%	6 27% abd	- -%
Neither low nor high	556 36%	254 34% b	14 19%	29 42% bd	3 20%	454 36%	101 34%	172 34%	282 37%	101 34%	312 34% f	112 44% adf	59 38% f	41 34% f	24 40% f	4 18%	- -%
Quite high	457 29%	224 30% d	28 38% d	21 30% d	2 13%	371 29%	86 29%	155 31%	216 28%	86 29%	284 31%	64 25%	45 28%	34 28%	12 20%	10 43% abcde	3 100%
Very high	212 14%	105 14%	11 15%	5 7%	4 28% ac	188 15% b	24 8%	90 18% bc	99 13% c	24 8%	138 15%	33 13%	18 12%	14 11%	5 8%	1 7%	- -%
Don't Know (DO NOT READ OUT)	11 1%	6 1%	- -%	3 4% a	- -%	9 1%	2 1%	6 1%	3 % %	2 1%	9 1%	2 1%	* % %	* % %	- -%	* 2%	- -%
NET: High	669 43%	328 44%	39 53% c	26 37%	6 40%	559 44% b	110 37%	245 48% bc	314 41%	110 37%	422 46% be	96 37%	63 40%	48 40%	17 28%	11 50% e	3 100%
NET: Low	328 21%	158 21%	21 28%	13 18%	6 39% ac	247 19%	81 28% a	84 17%	163 21% a	81 28% ab	184 20%	47 18%	35 22%	32 26% b	19 32% ab	7 30% b	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 72 (continuation)

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The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	*e	a	b	a	b	a	b	*c
Unweighted total	1563	598	75	48	31	29	1480	83	1432	131	1276	287	-
Weighted total	1564	582	56	47	29	22	1480	84	1437	127	1280	285	-
Very low	112	42	8	3	4	2	105	7	101	11	86	26	-
	7%	7%	15% a	6%	14%	9%	7%	8%	7%	8%	7%	9%	-%
Quite low	217	91	4	6	3	7	198	19	186	31	165	51	-
	14%	16%	7%	13%	9%	33%	13%	23% a	13%	24% a	13%	18% a	-%
Neither low nor high	556	208	24	17	5	6	523	32	508	48	457	98	-
	36%	36%	42% d	36%	19%	29%	35%	39%	35%	38%	36%	35%	-%
Quite high	457	163	14	11	17	5	437	21	427	30	382	75	-
	29%	28%	25%	23%	58% abc	22%	29%	24%	30%	24%	30%	26%	-%
Very high	212	74	6	10	*	1	207	5	204	7	179	32	-
	14%	13% d	11%	21% d	1%	3%	14% b	6%	14% b	6%	14%	11%	-%
Don't Know (DO NOT READ OUT)	11	4	-	1	-	1	11	-	11	-	10	2	-
	1%	1%	-%	3%	-%	4%	1%	-%	1%	-%	1%	1%	-%
NET: High	669	237	20	20	17	5	643	26	631	38	561	107	-
	43%	41%	36%	43%	58% b	24%	43% b	30%	44% b	30%	44%	38%	-%
NET: Low	328	133	12	9	7	9	303	26	287	41	251	77	-
	21%	23%	22%	19%	23%	42%	20%	31% a	20%	33% a	20%	27% a	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 72 (continuation)

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The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1563	852	265	436	1471	977	1499	658	507	289	1101	410	19	349	459	1495	163
Weighted total	1564	846	257	444	1475	909	1501	619	453	276	1067	397	10	324	462	1496	108
Very low	112	51	16	41	105	63	106	53	47	22	62	37	1	21	27	108	8
	7%	6%	6%	9%	7%	7%	7%	9%	10%	8%	6%	9%	9%	7%	6%	7%	8%
				a				g	abcb								
Quite low	217	122	36	54	206	140	210	85	56	42	136	52	*	58	68	213	19
	14%	14%	14%	12%	14%	15%	14%	14%	12%	15%	13%	13%	2%	18%	15%	14%	18%
Neither low nor high	556	302	101	150	527	328	536	216	159	106	415	149	6	102	160	533	33
	36%	36%	39%	34%	36%	36%	36%	35%	35%	39%	39%	38%	58%	32%	35%	36%	31%
Quite high	457	236	78	137	427	266	434	186	126	78	302	114	3	92	147	432	32
	29%	28%	30%	31%	29%	29%	29%	30%	28%	28%	28%	29%	26%	28%	32%	29%	30%
Very high	212	126	25	61	199	105	203	75	62	26	145	44	*	46	58	198	15
	14%	15%	10%	14%	13%	12%	14%	12%	14%	9%	14%	11%	1%	14%	13%	13%	14%
		b					f										
Don't Know (DO NOT READ OUT)	11	9	1	1	11	7	11	3	2	2	7	2	*	4	2	11	*
	1%	1%	1%	%	1%	1%	1%	1%	%	1%	1%	%	4%	1%	%	1%	%
NET: High	669	362	102	198	625	371	637	261	188	104	447	157	3	138	205	630	47
	43%	43%	40%	45%	42%	41%	42%	42%	42%	38%	42%	40%	27%	43%	45%	42%	43%
NET: Low	328	174	52	96	312	203	316	138	104	65	198	89	1	80	94	321	28
	21%	21%	20%	22%	21%	22%	21%	22%	23%	23%	19%	22%	11%	25%	20%	21%	26%
					g				g								

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 72 (continuation)

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The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1563	1205	1044	141	37	1376	1539	1346	1545	1222	1532	-	799	1533	205	186	1174	199
Weighted total	1564	1203	995	137	44	1377	1537	1321	1543	1194	1535	-	801	1537	176	188	1172	199
Very low	112	72	80	24	5	81	111	89	111	83	108	-	48	109	8	14	66	32
	7%	6%	8%	17% c	12%	6%	7%	7%	7%	7%	7%	-%	6%	7%	5%	7%	6%	16% ab
Quite low	217	175	145	27	16	174	211	190	211	182	212	-	128	213	42	25	160	32
	14%	15%	15%	20% c	36% ac	13%	14%	14%	14%	15%	14%	-%	16%	14%	24% ab	13%	14%	16%
Neither low nor high	556	436	368	49	10	492	551	486	555	403	546	-	275	548	64	72	405	74
	36%	36%	37%	36%	22%	36%	36%	37%	36%	34%	36%	-%	34%	36%	37%	39%	35%	37%
Quite high	457	346	283	32	13	414	452	384	453	362	449	-	255	450	43	49	365	42
	29%	29%	28%	24%	29%	30%	29%	29%	29%	30%	29%	-%	32% c	29%	24%	26%	31% c	21%
Very high	212	164	111	5	*	205	204	163	204	154	208	-	92	206	17	28	169	15
	14%	14%	11%	4%	*%	15% ab	13%	12%	13%	13%	14%	-%	11%	13%	10%	15% c	14% c	7%
Don't Know (DO NOT READ OUT)	11	11	7	*	-	11	8	8	8	11	11	-	3	11	1	*	7	4
	1%	1%	1%	*%	-%	1%	1%	1%	1%	1%	1%	-%	*%	1%	1%	*%	1%	2% b
NET: High	669	509	394	37	13	618	655	547	657	516	657	-	347	656	60	77	534	56
	43%	42%	40%	27%	30%	45% a	43%	41%	43%	43%	43%	-%	43% c	43% c	34%	41% c	46% c	28%
NET: Low	328	247	226	51	21	255	322	279	322	265	321	-	176	322	50	38	226	64
	21%	21%	23%	37% c	48% c	19%	21%	21%	21%	22%	21%	-%	22%	21%	29% ab	20%	19%	32% ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 72 (continuation)

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The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1563	120	94	1333	1011	552	1434	129	1244	78	285	1278	50	203
Weighted total	1564	132	84	1336	988	576	1420	144	1213	78	290	1275	52	200
Very low	112	11	13	88	87	25	104	7	50	20	44	67	2	22
	7%	8%	15%	7%	9%	4%	7%	5%	4%	26%	15%	5%	4%	11%
			c		b					a	b			
Quite low	217	29	14	168	144	72	208	9	118	24	65	152	13	35
	14%	22%	17%	13%	15%	13%	15%	6%	10%	30%	22%	12%	24%	18%
		c			b					a	b			
Neither low nor high	556	40	31	483	362	194	505	51	430	12	109	447	10	71
	36%	31%	37%	36%	37%	34%	36%	35%	35%	15%	38%	35%	19%	36%
									b				a	
Quite high	457	38	18	398	265	192	419	38	409	15	49	408	22	45
	29%	29%	22%	30%	27%	33%	30%	26%	34%	19%	17%	32%	43%	23%
					a				b			a	b	
Very high	212	13	6	191	122	89	172	39	201	5	21	190	5	25
	14%	10%	7%	14%	12%	15%	12%	27%	17%	7%	7%	15%	10%	12%
				b				a	b			a		
Don't Know (DO NOT READ OUT)	11	1	2	8	8	4	11	*	5	3	2	9	-	2
	1%	1%	2%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	1%
										a				
NET: High	669	51	24	589	387	281	592	77	610	20	70	599	27	70
	43%	38%	29%	44%	39%	49%	42%	53%	50%	25%	24%	47%	52%	35%
				b		a		a	b			a	b	
NET: Low	328	40	27	256	232	97	312	16	168	44	109	220	15	57
	21%	30%	33%	19%	23%	17%	22%	11%	14%	56%	38%	17%	28%	28%
		c	c		b		b			a	b			

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Royal Mail in the last 12 months (QRM6. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Royal Mail on each of the following aspects:)

Base: All respondents who use Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	*b	a	b	c	d
Unweighted total	1563	222	5	380	391	393	399
Weighted total	1564	219	7	381	389	392	402
Very low	112	24	-	28	23	35	26
	7%	11%	-%	7%	6%	9%	7%
Quite low	217	33	4	53	72	41	50
	14%	15%	52%	14%	19%	10%	12%
				cd			
Neither low nor high	556	75	2	141	129	147	139
	36%	34%	23%	37%	33%	37%	35%
Quite high	457	58	1	113	110	108	127
	29%	26%	18%	30%	28%	28%	32%
Very high	212	28	*	43	52	60	57
	14%	13%	6%	11%	13%	15%	14%
Don't Know (DO NOT READ OUT)	11	2	-	3	4	1	3
	1%	1%	-%	1%	1%	*%	1%
NET: High	669	86	2	156	161	168	184
	43%	39%	24%	41%	41%	43%	46%
NET: Low	328	57	4	81	95	76	76
	21%	26%	52%	21%	24%	19%	19%

Columns Tested: a,b - a,b,c,d

QNI. 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?

Base: NI customers only

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	201	-	-	-	-	-	-	-	-	-	-	201	-
Weighted total	70	-	-	-	-	-	-	-	-	-	-	70	-
Very good	4	-	-	-	-	-	-	-	-	-	-	4	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%
Fairly good	10	-	-	-	-	-	-	-	-	-	-	10	-
	15%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	15%	-%
Neither good nor poor	17	-	-	-	-	-	-	-	-	-	-	17	-
	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%
Fairly poor	17	-	-	-	-	-	-	-	-	-	-	17	-
	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	24%	-%
Very poor	18	-	-	-	-	-	-	-	-	-	-	18	-
	26%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%
Don't know	4	-	-	-	-	-	-	-	-	-	-	4	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%
NET: Good	14	-	-	-	-	-	-	-	-	-	-	14	-
	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%
NET: Poor	35	-	-	-	-	-	-	-	-	-	-	35	-
	51%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	51%	-%

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

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Table 73 (continuation)

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QNI. 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?

Base: NI customers only

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	201	^a 17	^b 23	^c 2	^d 10	^e 52	^f 9	^g 85	^a 148	^b 37	^c 10	^d 6	^e 53	^a 98	^b 103
Weighted total	70	7	7	1	4	18	3	30	64	4	1	1	6	33	37
Very good	4	*	-	*	-	*	-	3	3	*	*	-	1	2	2
	5%	2%	-%	75%	-%	1%	-%	10% ^e	5%	11%	19%	-%	11%	6%	5%
Fairly good	10	2	1	-	*	1	1	5	9	1	*	-	1	4	6
	15%	25%	21%	-%	3%	6%	20%	16%	14%	24%	9%	-%	18%	11%	18%
Neither good nor poor	17	1	2	-	1	6	1	7	15	1	*	*	2	8	9
	24%	19%	26%	-%	24%	31%	22%	22%	24%	26%	39%	50%	31%	24%	25%
Fairly poor	17	2	1	-	1	4	*	8	16	1	*	*	1	7	9
	24%	23%	17%	-%	35%	23%	14%	28%	25%	20%	12%	18%	18%	22%	26%
Very poor	18	2	2	*	1	6	1	6	17	1	*	*	1	11	7
	26%	25%	29%	25%	26%	33%	30%	21%	27%	16%	21%	32%	19%	35% ^b	19%
Don't know	4	*	*	-	*	1	*	1	3	*	-	-	*	*	3
	5%	6%	7%	-%	13%	7%	14%	2%	5%	3%	-%	-%	2%	1%	9% ^a
NET: Good	14	2	1	*	*	1	1	8	12	1	*	-	2	6	8
	20%	27%	21%	75%	3%	6%	20%	27% ^e	19%	35% ^a	28%	-%	29%	18%	22%
NET: Poor	35	3	3	*	2	10	1	15	33	1	*	*	2	19	16
	51%	48%	46%	25%	61%	56%	44%	49%	52%	36%	33%	50%	37%	57%	45%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 73 (continuation)

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QNI. 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?

Base: NI customers only

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	*b	c	*d	*e	*f	*g
Unweighted total	201	78	9	14	6	138	63	57	81	63	86	28	32	24	19	8	-
Weighted total	70	32	3	3	1	52	18	23	29	18	35	12	10	6	5	1	-
Very good	4	2	-	*	-	3	*	1	2	*	2	-	1	*	-	*	-
	5%	7%	-%	3%	-%	7%	2%	5%	8%	2%	7%	-%	7%	7%	-%	8%	-%
Fairly good	10	5	1	1	*	7	4	5	2	4	6	1	1	2	1	-	-
	15%	15%	16%	20%	11%	12%	21%	20%	6%	21%	18%	9%	6%	34%	11%	-%	-%
								b		b							
Neither good nor poor	17	7	1	1	-	13	4	6	7	4	8	4	3	1	1	*	-
	24%	23%	28%	35%	-%	26%	21%	27%	25%	21%	23%	34%	27%	16%	20%	8%	-%
Fairly poor	17	9	*	-	*	13	4	5	8	4	9	3	2	1	1	*	-
	24%	29%	3%	-%	35%	25%	22%	21%	28%	22%	25%	28%	23%	25%	11%	17%	-%
Very poor	18	7	2	1	1	13	5	5	9	5	7	3	4	1	3	1	-
	26%	21%	53%	31%	54%	26%	29%	20%	30%	29%	21%	25%	37%	11%	51%	57%	-%
Don't know	4	1	-	*	-	3	1	2	1	1	2	*	-	*	*	*	-
	5%	4%	-%	12%	-%	5%	5%	8%	3%	5%	6%	4%	-%	7%	8%	9%	-%
NET: Good	14	7	1	1	*	10	4	6	4	4	9	1	1	2	1	*	-
	20%	23%	16%	23%	11%	19%	23%	25%	14%	23%	25%	9%	13%	41%	11%	8%	-%
NET: Poor	35	16	2	1	1	26	9	9	17	9	16	6	6	2	3	1	-
	51%	50%	56%	31%	89%	50%	51%	41%	58%	51%	46%	54%	60%	36%	62%	74%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 73 (continuation)

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QNI. 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?

Base: NI customers only

Significance Level: 95%

Unweighted total

Weighted total

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

NET: Good

NET: Poor

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
201	80	12	5	3	3	191	10	187	14	164	33	4
70	27	4	2	1	1	66	3	66	4	58	11	1
4	1	*	-	-	-	4	-	3	*	3	*	-
5%	4%	5%	-%	-%	-%	6%	-%	5%	10%	6%	4%	-%
10	3	*	-	-	1	9	1	10	1	8	2	-
15%	11%	12%	-%	-%	81%	14%	27%	15%	14%	14%	23%	-%
17	5	3	*	*	-	16	1	16	1	14	3	-
24%	18%	65%	30%	36%	-%	25%	16%	24%	23%	24%	32%	-%
17	8	1	-	-	*	17	-	17	*	15	2	-
24%	29%	15%	-%	-%	19%	25%	-%	25%	3%	26%	16%	-%
18	10	*	1	*	-	18	1	18	1	16	3	-
26%	35%	3%	70%	64%	-%	27%	17%	27%	17%	27%	25%	-%
4	1	-	-	-	-	2	1	2	1	2	-	1
5%	3%	-%	-%	-%	-%	3%	40%	3%	33%	4%	-%	100%
14	4	1	-	-	1	13	1	13	1	11	3	-
20%	15%	17%	-%	-%	81%	20%	27%	20%	24%	19%	27%	-%
35	18	1	1	*	*	35	1	34	1	31	4	-
51%	64%	18%	70%	64%	19%	52%	17%	52%	20%	53%	42%	-%

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Table 73 (continuation)

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QNI. 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?

Base: NI customers only

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	201	112	34	53	187	138	192	93	74	48	145	55	2	46	54	194	68
Weighted total	70	40	11	18	64	47	66	31	24	17	49	19	1	14	19	67	21
Very good	4 5%	2 6%	1 6%	1 5%	4 6%	3 6%	4 6%	1 3%	1 5%	*	3 5%	*	-	1 7%	1 3%	4 6%	1 4%
Fairly good	10 15%	7 17%	1 12%	2 12%	9 14%	6 13%	10 15%	4 13%	3 11%	2 14%	7 15%	2 11%	-	2 14%	4 19%	10 15%	3 16%
Neither good nor poor	17 24%	10 26%	2 15%	5 29%	15 24%	11 23%	16 24%	8 26%	4 19%	5 31%	11 23%	6 30%	-	3 16%	6 34%	16 24%	6 27%
Fairly poor	17 24%	9 23%	3 30%	4 20%	15 24%	12 25%	16 24%	7 23%	7 28%	4 22%	12 25%	5 25%	1 100%	3 21%	4 22%	16 23%	5 24%
Very poor	18 26%	9 24%	4 34%	5 29%	17 27%	13 28%	18 27%	10 32%	7 28%	5 29%	13 26%	6 31%	-	5 37%	3 18%	18 27%	5 25%
Don't know	4 5%	2 5%	* 4%	1 6%	4 6%	3 6%	4 5%	1 3%	2 9%	1 3%	2 5%	1 3%	-	* 3%	1 5%	4 5%	1 4%
NET: Good	14 20%	9 22%	2 18%	3 17%	13 20%	9 18%	14 21%	5 16%	4 16%	3 15%	10 21%	2 12%	-	3 21%	4 22%	14 21%	4 20%
NET: Poor	35 51%	18 47%	7 64%	9 48%	32 51%	25 53%	33 50%	17 55%	13 56%	9 51%	25 51%	11 56%	1 100%	8 58%	8 40%	34 50%	11 49%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 73 (continuation)

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QNI. 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?

Base: NI customers only

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	*a	b	*c
Unweighted total	201	145	153	18	4	174	198	178	199	161	200	-	91	198	69	17	162	22
Weighted total	70	49	51	6	1	61	69	61	69	56	70	-	33	69	22	5	56	8
Very good	4	2	3	1	-	3	4	3	4	2	4	-	1	4	1	-	3	*
	5%	5%	6%	9%	-%	5%	5%	5%	5%	4%	5%	-%	4%	5%	7%	*	6%	6%
Fairly good	10	8	7	*	*	9	10	9	10	8	10	-	4	10	3	*	8	2
	15%	17%	13%	7%	8%	15%	15%	15%	15%	15%	15%	-%	13%	15%	15%	8%	14%	22%
Neither good nor poor	17	13	11	2	*	14	16	13	16	13	17	-	9	16	7	1	15	1
	24%	25%	22%	38%	30%	24%	24%	22%	23%	24%	24%	-%	26%	24%	31%	13%	26%	17%
Fairly poor	17	13	13	2	-	15	16	16	17	14	17	-	9	16	5	1	13	3
	24%	26%	25%	32%	-%	25%	24%	26%	24%	24%	24%	-%	27%	24%	20%	12%	24%	33%
Very poor	18	12	15	*	1	17	18	17	18	16	18	-	8	18	6	3	14	2
	26%	25%	30%	7%	62%	28%	27%	27%	27%	29%	26%	-%	25%	27%	25%	49%	25%	23%
Don't know	4	1	2	*	-	2	4	3	4	2	4	-	1	4	*	1	3	-
	5%	2%	4%	8%	-%	3%	5%	5%	5%	3%	5%	-%	4%	5%	2%	17%	5%	-%
NET: Good	14	11	9	1	*	12	14	12	14	11	14	-	6	14	5	*	11	2
	20%	22%	18%	16%	8%	21%	20%	20%	20%	19%	20%	-%	17%	20%	22%	8%	20%	27%
NET: Poor	35	25	28	2	1	32	35	33	35	30	35	-	18	35	10	3	27	5
	51%	51%	55%	39%	62%	53%	51%	53%	51%	54%	51%	-%	53%	51%	45%	62%	49%	55%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QNI. 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?

Base: NI customers only

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	*a	b	*a	b
Unweighted total	201	11	8	181	143	58	184	17	174	2	27	170	2	32
Weighted total	70	3	3	63	49	21	63	7	61	1	9	60	1	11
Very good	4	*	-	4	2	2	4	-	4	-	-	4	-	*
	5%	6%	-%	6%	4%	8%	6%	-%	6%	-%	-%	6%	-%	4%
Fairly good	10	*	*	9	7	3	9	1	10	-	*	10	-	2
	15%	14%	18%	14%	14%	16%	14%	18%	16%	-%	5%	16%	-%	23%
Neither good nor poor	17	1	*	16	12	5	14	3	16	-	3	14	-	3
	24%	24%	8%	25%	25%	23%	22%	44%	26%	-%	36%	23%	-%	31%
Fairly poor	17	*	*	16	12	5	16	*	15	-	1	16	-	1
	24%	3%	19%	26%	25%	23%	26%	7%	25%	-%	15%	26%	-%	12%
Very poor	18	1	1	16	14	5	17	2	15	1	4	14	1	2
	26%	29%	51%	25%	28%	23%	27%	25%	24%	100%	45%	24%	100%	18%
Don't know	4	1	*	3	2	1	3	*	2	-	-	2	-	1
	5%	24%	4%	4%	5%	6%	5%	6%	4%	-%	-%	4%	-%	13%
NET: Good	14	1	*	12	9	5	13	1	13	-	*	14	-	3
	20%	20%	18%	20%	18%	25%	20%	18%	22%	-%	5%	23%	-%	27%
NET: Poor	35	1	2	32	26	10	33	2	30	1	5	30	1	3
	51%	32%	69%	51%	52%	46%	53%	31%	49%	100%	59%	50%	100%	29%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QNI. 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?

Base: NI customers only

Significance Level: 95%

Unweighted total

Weighted total

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don't know

NET: Good

NET: Poor

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	a	b	c	d
201	30	-	39	59	55	48
70	10	-	14	19	19	18
4	*	-	1	1	1	1
5%	4%	-%	11%	5%	3%	4%
10	2	-	3	2	2	2
15%	20%	-%	25%	12%	11%	13%
17	3	-	4	5	5	4
24%	29%	-%	27%	25%	23%	23%
17	1	-	2	4	4	7
24%	11%	-%	15%	20%	23%	37%
						a
18	2	-	2	6	7	4
26%	23%	-%	12%	33%	36%	21%
				a	a	
4	1	-	1	1	1	*
5%	13%	-%	11%	4%	4%	3%
14	2	-	5	3	3	3
20%	24%	-%	36%	18%	14%	17%
			bcd			
35	3	-	4	10	11	10
51%	34%	-%	27%	53%	58%	58%
				a	a	a

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?

Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	25	-	3	3	2	3	4	3	1	-	1	1	4	19
	27	-	3	7	1	2	5	5	2	-	*	*	1	25
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	5%	-%	-%	-%	-%	78%	-%	-%	-%	-%	-%	-%	-%	5%
	3	-	*	2	-	-	-	-	-	-	-	-	*	3
	11%	-%	5%	33%	-%	-%	-%	-%	-%	-%	-%	-%	29%	10%
	15	-	-	5	*	*	5	5	-	-	-	-	*	15
	58%	-%	-%	67%	12%	22%	93%	100%	-%	-%	-%	-%	9%	61%
	7	-	3	-	1	-	*	-	2	-	*	*	*	6
25%	-%	95%	-%	88%	-%	7%	-%	100%	-%	100%	100%	33%	24%	
*	-	-	-	-	-	-	-	-	-	-	-	*	-	
2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	29%	-%	
22	-	3	5	1	*	5	5	2	-	*	*	1	21	
83%	-%	95%	67%	100%	22%	100%	100%	100%	-%	100%	100%	42%	85%	
1	-	-	-	-	1	-	-	-	-	-	-	-	1	
5%	-%	-%	-%	-%	78%	-%	-%	-%	-%	-%	-%	-%	5%	

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?

Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	1	5	-	1	7	1	8	15	6	2	2	10	9	16
Weighted total	27	1	3	-	2	6	1	13	25	1	*	*	2	13	13
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	5%	-%	-%	-%	-%	-%	-%	10%	5%	-%	-%	-%	-%	-%	9%
Neither Satisfied Nor Dissatisfied	3	-	*	-	-	*	-	2	3	*	-	-	*	2	1
	11%	-%	5%	-%	-%	6%	-%	19%	11%	17%	-%	-%	10%	18%	4%
Fairly Satisfied	15	-	3	-	-	5	-	8	15	*	*	*	1	8	8
	58%	-%	89%	-%	-%	78%	-%	58%	58%	33%	100%	65%	54%	58%	57%
Very Satisfied	7	1	*	-	2	1	1	2	6	*	-	*	1	3	3
	25%	100%	5%	-%	100%	9%	100%	13%	24%	49%	-%	35%	36%	24%	26%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	-%	6%	-%	-%	2%	-%	-%	-%	-%	-%	3%
NET: Satisfied	22	1	3	-	2	6	1	9	21	1	*	*	1	11	11
	83%	100%	95%	-%	100%	87%	100%	71%	82%	83%	100%	100%	90%	82%	83%
NET: Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	5%	-%	-%	-%	-%	-%	-%	10%	5%	-%	-%	-%	-%	-%	9%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?

Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	8	2	2	4	15	10	3	12	10	6	11	4	1	2	1	-
Weighted total	27	15	1	*	1	22	5	4	18	5	10	11	5	*	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-
	5%	-%	-%	-%	-%	6%	-%	-%	7%	-%	-%	11%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	*	3	-	-	3	-	*	2	*	-	-	-	-
	11%	18%	-%	-%	26%	13%	-%	-%	17%	-%	2%	21%	9%	-%	-%	-%	-%
Fairly Satisfied	15	10	-	*	*	15	1	2	12	1	10	3	3	-	*	*	-
	58%	63%	-%	51%	57%	67%	14%	58%	69%	14%	97%	25%	57%	-%	22%	100%	-%
Very Satisfied	7	3	*	*	*	3	4	2	1	4	*	4	2	*	*	-	-
	25%	18%	53%	49%	16%	14%	77%	42%	8%	77%	2%	39%	34%	100%	78%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	2%	-%	47%	-%	-%	-%	9%	-%	-%	9%	-%	4%	-%	-%	-%	-%	-%
NET: Satisfied	22	12	*	*	*	18	4	4	14	4	10	7	4	*	1	*	-
	83%	82%	53%	100%	74%	81%	91%	100%	76%	91%	98%	64%	91%	100%	100%	100%	-%
NET: Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-
	5%	-%	-%	-%	-%	6%	-%	-%	7%	-%	-%	11%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 74 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?

Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Significance Level: 95%	25	19	1	2	1	-	23	2	17	8	-	25	-
Unweighted total	27	22	*	1	*	-	26	*	22	5	-	27	-
Weighted total													
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	1	-	-	-	-	1	-	1	-	-	1	-
	5%	6%	-%	-%	-%	-%	5%	-%	6%	-%	-%	5%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	3	-	3	*	-	3	-
	11%	13%	-%	-%	-%	-%	11%	-%	13%	3%	-%	11%	-%
Fairly Satisfied	15	13	*	-	*	-	15	*	13	3	-	15	-
	58%	57%	100%	-%	100%	-%	58%	50%	58%	56%	-%	58%	-%
Very Satisfied	7	5	-	1	-	-	6	*	5	2	-	7	-
	25%	22%	-%	100%	-%	-%	25%	50%	21%	41%	-%	25%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	2%	-%	-%	-%	-%	2%	-%	2%	-%	-%	2%	-%
NET: Satisfied	22	17	*	1	*	-	22	*	17	5	-	22	-
	83%	79%	100%	100%	100%	-%	82%	100%	79%	97%	-%	83%	-%
NET: Dissatisfied	1	1	-	-	-	-	1	-	1	-	-	1	-
	5%	6%	-%	-%	-%	-%	5%	-%	6%	-%	-%	5%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?

Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	25	16	1	8	25	22	25	20	8	6	22	10	-	13	18	25	4
Weighted total	27	14	2	10	27	21	27	16	9	3	22	9	-	14	18	27	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	1
	5%	-%	-%	13%	5%	-%	5%	8%	-%	44%	6%	14%	-%	-%	7%	5%	46%
Neither Satisfied Nor Dissatisfied	3	3	-	-	3	1	3	1	3	*	3	*	-	3	*	3	-
	11%	21%	-%	-%	11%	3%	11%	4%	33%	14%	13%	2%	-%	20%	2%	11%	-%
Fairly Satisfied	15	8	2	5	15	13	15	8	5	*	11	5	-	8	10	15	*
	58%	56%	100%	50%	58%	63%	58%	51%	60%	6%	49%	57%	-%	56%	60%	58%	5%
Very Satisfied	7	3	-	3	7	7	7	5	1	1	7	2	-	3	5	7	1
	25%	24%	-%	33%	25%	32%	25%	34%	7%	20%	31%	23%	-%	24%	29%	25%	49%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	-	*	*	*	-	-	*	*	-
	2%	-%	-%	4%	2%	2%	2%	3%	-%	14%	2%	4%	-%	-%	2%	2%	-%
NET: Satisfied	22	11	2	8	22	20	22	13	6	1	17	7	-	11	15	22	1
	83%	79%	100%	83%	83%	95%	83%	86%	67%	27%	79%	80%	-%	80%	88%	83%	54%
NET: Dissatisfied	1	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	1
	5%	-%	-%	13%	5%	-%	5%	8%	-%	44%	6%	14%	-%	-%	7%	5%	46%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?

Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	25	21	19	3	-	22	25	25	25	23	25	-	16	24	8	8	16	1
Weighted total	27	21	21	3	-	24	27	27	27	24	27	-	18	27	6	12	13	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	1	-	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
	5%	6%	-%	-%	-%	5%	5%	5%	5%	5%	5%	-%	-%	5%	-%	-%	9%	-%
Neither Satisfied Nor Dissatisfied	3	3	3	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	11%	14%	12%	-%	-%	13%	11%	11%	11%	12%	11%	-%	16%	11%	-%	-%	22%	-%
Fairly Satisfied	15	10	13	-	-	15	15	15	15	15	15	-	13	15	5	10	6	-
	58%	49%	61%	-%	-%	65%	58%	58%	58%	64%	58%	-%	71%	57%	89%	82%	41%	-%
Very Satisfied	7	6	5	3	-	4	7	7	7	4	7	-	2	7	1	2	3	1
	25%	29%	24%	100%	-%	15%	25%	25%	25%	17%	25%	-%	11%	25%	11%	18%	24%	100%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	2%	2%	2%	-%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	-%	-%	3%	-%
NET: Satisfied	22	17	18	3	-	19	22	22	22	20	22	-	15	22	6	12	9	1
	83%	78%	86%	100%	-%	80%	83%	83%	83%	81%	83%	-%	82%	82%	100%	100%	65%	100%
NET: Dissatisfied	1	1	-	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
	5%	6%	-%	-%	-%	5%	5%	5%	5%	5%	5%	-%	-%	5%	-%	-%	9%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?

Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	25	6	3	16	21	4	25	-	16	2	9	16	4	21
Weighted total	27	7	2	18	20	6	27	-	18	*	10	17	2	25
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	1	1	-	1	-	-	-	-	1	1	-
	5%	-%	-%	7%	6%	-%	5%	-%	-%	-%	-%	8%	61%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	*	3	-	3	-	*	-	3	*	*	3
	11%	37%	-%	2%	15%	-%	11%	-%	2%	-%	26%	2%	8%	11%
Fairly Satisfied	15	3	*	13	10	5	15	-	13	*	5	10	*	15
	58%	37%	10%	70%	51%	80%	58%	-%	70%	62%	53%	60%	8%	62%
Very Satisfied	7	2	2	3	5	1	7	-	5	*	2	5	*	6
	25%	25%	90%	18%	27%	20%	25%	-%	25%	38%	21%	27%	23%	25%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	2%	-%	-%	2%	2%	-%	2%	-%	2%	-%	-%	2%	-%	2%
NET: Satisfied	22	4	2	16	16	6	22	-	17	*	7	15	1	21
	83%	63%	100%	88%	77%	100%	83%	-%	95%	100%	74%	87%	31%	87%
NET: Dissatisfied	1	-	-	1	1	-	1	-	-	-	-	1	1	-
	5%	-%	-%	7%	6%	-%	5%	-%	-%	-%	-%	8%	61%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DHL?

Base: All who use DHL and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	^a	^b	^a	^b	^c	^d
25	20	1	2	4	6	13
27	22	1	4	6	3	15
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
1	-	1	-	-	1	-
5%	-%	100%	-%	-%	50%	-%
3	-	-	-	-	1	2
11%	-%	-%	-%	-%	22%	16%
15	15	-	2	3	*	10
58%	70%	-%	66%	44%	5%	70%
7	7	-	1	3	*	2
25%	30%	-%	34%	56%	7%	14%
*	-	-	-	-	*	-
2%	-%	-%	-%	-%	16%	-%
22	22	-	4	6	*	12
83%	100%	-%	100%	100%	12%	84%
1	-	1	-	-	1	-
5%	-%	100%	-%	-%	50%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	32	3	4	1	2	1	4	2	-	4	5	5	18
Weighted total	19	3	1	*	*	3	5	2	-	2	1	1	15
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	-	-	-	-	-	*	*
	1%	-%	-%	-%	44%	-%	-%	-%	-%	-%	-%	9%	1%
Fairly Satisfied	8	*	1	*	-	*	-	3	2	-	1	1	6
	44%	5%	74%	100%	-%	100%	-%	50%	100%	-%	48%	66%	73%
Very Satisfied	10	3	*	-	*	3	3	-	-	*	1	*	9
	52%	95%	26%	-%	56%	-%	100%	50%	-%	-%	26%	34%	60%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	18	3	1	*	*	3	5	2	-	1	1	1	14
	96%	100%	100%	100%	56%	100%	100%	100%	-%	74%	100%	91%	99%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%	-%	-%

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

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		^a	^b	^c	^d	^e	^f	^g	^a	^b	^c	^d	^e	^a	^b
Unweighted total	32	2	12	1	2	6	-	8	15	8	8	1	17	17	15
Weighted total	19	3	5	*	*	2	-	7	16	1	1	*	3	9	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-
	2%	-%	9%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	5%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	*	-	-	-	*	*	-	*	*	*
	1%	-%	2%	-%	-%	10%	-%	-%	-%	8%	12%	-%	10%	2%	1%
Fairly Satisfied	8	*	2	-	*	1	-	4	7	1	1	*	2	4	5
	44%	14%	46%	-%	78%	81%	-%	57%	41%	62%	52%	100%	59%	40%	48%
Very Satisfied	10	2	2	*	*	*	-	3	9	*	1	-	1	5	5
	52%	86%	43%	100%	22%	9%	-%	43%	56%	30%	36%	-%	31%	54%	51%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	18	3	5	*	*	2	-	7	16	1	1	*	3	9	10
	96%	100%	89%	100%	100%	90%	-%	100%	97%	92%	88%	100%	90%	93%	99%
NET: Dissatisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-
	2%	-%	9%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	5%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 75 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	32	8	3	2	5	14	18	2	12	18	11	4	9	1	5	2	-
Weighted total	19	10	1	1	1	11	8	1	10	8	14	1	2	*	1	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	2%	-%	45%	-%	-%	-%	6%	-%	-%	6%	-%	-%	-%	-%	-%	72%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	*	-	-	*	-
	1%	-%	-%	-%	38%	-%	3%	-%	-%	3%	-%	-%	5%	-%	-%	28%	-%
Fairly Satisfied	8	3	1	1	*	3	5	1	2	5	5	1	2	*	1	-	-
	44%	28%	55%	100%	23%	29%	63%	100%	23%	63%	37%	45%	76%	100%	86%	-%	-%
Very Satisfied	10	7	-	-	*	8	2	-	8	2	9	1	*	-	*	-	-
	52%	72%	-%	-%	39%	71%	28%	-%	77%	28%	63%	55%	19%	-%	14%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	18	10	1	1	*	11	7	1	10	7	14	1	2	*	1	-	-
	96%	100%	55%	100%	62%	100%	91%	100%	100%	91%	100%	100%	95%	100%	100%	-%	-%
NET: Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	2%	-%	45%	-%	-%	-%	6%	-%	-%	6%	-%	-%	-%	-%	-%	72%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 75 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	32	17	9	4	-	-	21	11	14	18	-	31	1
Weighted total	19	14	5	1	-	-	9	10	6	13	-	19	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*	-
	2%	-%	10%	-%	-%	-%	5%	-%	8%	-%	-%	2%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	*	*	*	*	-	*	-
	1%	-%	6%	-%	-%	-%	2%	1%	3%	1%	-%	2%	-%
Fairly Satisfied	8	4	4	*	-	-	3	5	2	6	-	8	*
	44%	30%	79%	51%	-%	-%	34%	54%	34%	48%	-%	43%	100%
Very Satisfied	10	9	*	*	-	-	6	4	3	7	-	10	-
	52%	70%	5%	49%	-%	-%	59%	45%	55%	51%	-%	53%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	18	14	4	1	-	-	9	9	5	13	-	18	*
	96%	100%	84%	100%	-%	-%	93%	99%	90%	99%	-%	96%	100%
NET: Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*	-
	2%	-%	10%	-%	-%	-%	5%	-%	8%	-%	-%	2%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	c	*d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	32	17	9	6	29	22	30	28	12	19	28	24	3	3	19	31	12
Weighted total	19	11	5	3	17	12	17	17	8	11	16	17	1	1	12	19	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	2%	-%	9%	-%	3%	4%	3%	3%	6%	4%	3%	3%	-%	-%	4%	2%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	1%	-%	6%	2%	2%	2%	2%	2%	3%	2%	2%	-%	-%	1%	2%	7%
Fairly Satisfied	8	2	4	2	8	5	8	8	3	4	8	6	1	1	6	8	1
	44%	17%	83%	79%	46%	40%	47%	46%	35%	35%	50%	38%	78%	100%	48%	43%	24%
Very Satisfied	10	9	*	*	8	6	8	8	4	7	7	10	*	-	6	10	3
	52%	82%	8%	15%	50%	53%	48%	50%	57%	58%	45%	58%	22%	-%	46%	53%	69%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	18	11	4	3	16	11	17	16	7	11	15	16	1	1	12	18	4
	96%	99%	91%	94%	96%	94%	96%	96%	92%	93%	95%	96%	100%	100%	95%	96%	93%
NET: Dissatisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	2%	-%	9%	-%	3%	4%	3%	3%	6%	4%	3%	3%	-%	-%	4%	2%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 75 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	a	b	c	*d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	32	25	21	5	1	25	32	30	32	29	32	-	23	32	9	11	17	4
Weighted total	19	13	13	2	2	15	19	17	19	18	19	-	13	19	2	8	8	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	*	*	*	-	*	*	*	*	*	-	*	*	-	*	-	-
	2%	-%	3%	29%	-%	-%	2%	3%	2%	2%	2%	-%	-%	2%	-%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	*	-	*	*	*	*	*	*	-	*	*	*	*	*	-
	1%	2%	2%	11%	-%	1%	1%	2%	1%	2%	1%	-%	2%	1%	13%	2%	1%	-%
Fairly Satisfied	8	5	5	1	-	7	8	8	8	8	8	-	3	8	1	5	3	1
	44%	37%	35%	36%	-%	48%	44%	49%	44%	44%	44%	-%	23%	44%	47%	61%	33%	30%
Very Satisfied	10	8	8	*	2	8	10	8	10	10	10	-	10	10	1	2	5	2
	52%	61%	59%	25%	100%	52%	52%	47%	52%	52%	52%	-%	75%	52%	40%	31%	66%	70%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	18	13	13	1	2	15	18	16	18	18	18	-	12	18	2	7	8	3
	96%	98%	94%	61%	100%	99%	96%	96%	96%	96%	96%	-%	98%	96%	87%	92%	99%	100%
NET: Dissatisfied	*	*	*	*	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	2%	-%	3%	29%	-%	-%	2%	3%	2%	2%	2%	-%	-%	2%	-%	6%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 75 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	32	5	3	24	26	6	31	1	19	-	9	22	8	24
Weighted total	19	6	1	12	17	2	19	*	12	-	5	14	6	13
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	2%	-%	-%	4%	3%	-%	2%	-%	4%	-%	10%	-%	8%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	*	*	-	*	-	*	-	*	*	*	*
	1%	-%	34%	1%	2%	-%	2%	-%	2%	-%	4%	1%	3%	1%
Fairly Satisfied	8	3	*	5	7	1	8	-	6	-	3	5	3	5
	44%	41%	66%	44%	42%	56%	45%	-%	54%	-%	60%	37%	53%	40%
Very Satisfied	10	4	-	6	9	1	10	*	5	-	1	9	2	8
	52%	59%	-%	51%	53%	44%	51%	100%	40%	-%	26%	62%	36%	59%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	18	6	*	12	16	2	18	*	11	-	4	14	5	13
	96%	100%	66%	95%	96%	100%	96%	100%	94%	-%	86%	99%	89%	99%
NET: Dissatisfied	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	2%	-%	-%	4%	3%	-%	2%	-%	4%	-%	10%	-%	8%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from TNT?

Base: All who use TNT and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	^a	^b	^a	^b	^c	^d
32	29	1	11	8	4	9
19	18	*	5	6	2	5
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
*	-	*	*	-	-	-
2%	-%	100%	8%	-%	-%	-%
*	-	-	-	-	-	*
1%	-%	-%	-%	-%	-%	5%
8	8	-	2	1	2	3
44%	46%	-%	32%	18%	93%	62%
10	10	-	3	5	*	2
52%	54%	-%	59%	82%	7%	33%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
18	18	-	5	6	2	5
96%	100%	-%	92%	100%	100%	95%
*	-	*	*	-	-	-
2%	-%	100%	8%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?

Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	9	2	1	-	-	1	3	-	1	1	-	-	9
Weighted total	13	2	2	-	-	1	5	-	2	1	-	-	13
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	2
	13%	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	*
	1%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Fairly Satisfied	7	-	-	-	-	-	5	-	2	-	-	-	7
	51%	-%	-%	-%	-%	-%	93%	-%	100%	-%	-%	-%	51%
Very Satisfied	4	-	2	-	-	1	*	-	1	-	-	-	4
	35%	-%	100%	-%	-%	100%	7%	-%	-%	100%	-%	-%	35%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	-	2	-	-	1	5	-	2	1	-	-	11
	86%	-%	100%	-%	-%	100%	100%	-%	100%	100%	-%	-%	86%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	2
	13%	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	13%

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

Ofcom; Business Postal Tracker

Table 76 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?

Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	9	-	2	1	-	4	-	2	7	-	2	-	2	5	4
Weighted total	13	-	4	2	-	4	-	3	12	-	1	-	1	7	6
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	13%	-%	-%	-%	-%	-%	-%	51%	13%	-%	-%	-%	-%	-%	29%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	-	*	*	-
	1%	-%	-%	-%	-%	4%	-%	-%	-%	-%	35%	-%	35%	3%	-%
Fairly Satisfied	7	-	2	2	-	3	-	-	7	-	-	-	-	4	2
	51%	-%	65%	100%	-%	58%	-%	-%	53%	-%	-%	-%	-%	58%	43%
Very Satisfied	4	-	1	-	-	2	-	2	4	-	*	-	*	3	2
	35%	-%	35%	-%	-%	38%	-%	49%	33%	-%	65%	-%	65%	40%	29%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	-	4	2	-	4	-	2	11	-	*	-	*	7	4
	86%	-%	100%	100%	-%	96%	-%	49%	87%	-%	65%	-%	65%	97%	71%
NET: Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	13%	-%	-%	-%	-%	-%	-%	51%	13%	-%	-%	-%	-%	-%	29%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?

Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	9	5	1	1	1	4	5	-	4	5	4	4	-	1	-	-	-
Weighted total	13	9	2	*	*	7	6	-	7	6	8	5	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-
	13%	-%	-%	-%	-%	24%	-%	-%	24%	-%	-%	34%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	1%	-%	-%	100%	-%	-%	3%	-%	-%	3%	-%	4%	-%	-%	-%	-%	-%
Fairly Satisfied	7	5	2	-	-	2	4	-	2	4	5	2	-	-	-	-	-
	51%	55%	100%	-%	-%	35%	69%	-%	35%	69%	64%	34%	-%	-%	-%	-%	-%
Very Satisfied	4	4	-	-	*	3	2	-	3	2	3	1	-	*	-	-	-
	35%	45%	-%	-%	100%	41%	27%	-%	41%	27%	36%	27%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	9	2	-	*	5	6	-	5	6	8	3	-	*	-	-	-
	86%	100%	100%	-%	100%	76%	97%	-%	76%	97%	100%	62%	-%	100%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-
	13%	-%	-%	-%	-%	24%	-%	-%	24%	-%	-%	34%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?

Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	9	6	-	1	1	1	4	5	4	5	-	9	-
Weighted total	13	11	-	*	1	*	6	7	5	8	-	13	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	2	-	2	-	-	2	-
	13%	15%	-%	-%	-%	-%	28%	-%	35%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	*	-	*	-	-	*	-
	1%	-%	-%	-%	-%	100%	3%	-%	4%	-%	-%	1%	-%
Fairly Satisfied	7	7	-	-	-	-	2	4	-	7	-	7	-
	51%	60%	-%	-%	-%	-%	42%	59%	-%	80%	-%	51%	-%
Very Satisfied	4	3	-	*	1	-	2	3	3	2	-	4	-
	35%	26%	-%	100%	100%	-%	27%	41%	61%	20%	-%	35%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	9	-	*	1	-	4	7	3	8	-	11	-
	86%	85%	-%	100%	100%	-%	69%	100%	61%	100%	-%	86%	-%
NET: Dissatisfied	2	2	-	-	-	-	2	-	2	-	-	2	-
	13%	15%	-%	-%	-%	-%	28%	-%	35%	-%	-%	13%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?

Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	9	6	1	2	7	5	7	8	3	3	7	6	-	3	5	7	1
Weighted total	13	10	2	1	9	5	9	11	4	6	11	8	-	4	6	9	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	2	2	2	2	-	-	2	-	-	2	2	2	2
	13%	-%	100%	-%	18%	33%	18%	14%	-%	-%	15%	-%	-%	37%	27%	18%	100%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
	1%	-%	-%	13%	2%	4%	2%	2%	4%	-%	2%	2%	-%	-%	3%	2%	-%
Fairly Satisfied	7	7	-	-	4	-	4	7	4	5	7	7	-	-	-	4	-
	51%	67%	-%	-%	45%	-%	45%	58%	96%	79%	59%	78%	-%	-%	-%	45%	-%
Very Satisfied	4	3	-	1	3	3	3	3	-	1	3	2	-	3	4	3	-
	35%	33%	-%	87%	35%	64%	35%	26%	-%	21%	25%	19%	-%	63%	69%	35%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	10	-	1	7	3	7	10	4	6	9	8	-	3	4	7	-
	86%	100%	-%	87%	80%	64%	80%	84%	96%	100%	84%	98%	-%	63%	69%	80%	-%
NET: Dissatisfied	2	-	2	-	2	2	2	2	-	-	2	-	-	2	2	2	2
	13%	-%	100%	-%	18%	33%	18%	14%	-%	-%	15%	-%	-%	37%	27%	18%	100%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?

Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	9	7	5	2	1	6	9	7	9	9	9	-	6	9	1	2	7	-
Weighted total	13	9	6	2	*	11	13	9	13	13	13	-	9	13	2	2	11	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	13%	18%	26%	-%	-%	15%	13%	18%	13%	13%	13%	-%	19%	13%	100%	90%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	*	-	*	*	*	*	*	-	*	*	-	*	-	-
	1%	2%	3%	-%	100%	-%	1%	2%	1%	1%	1%	-%	2%	1%	-%	10%	-%	-%
Fairly Satisfied	7	4	4	2	-	5	7	4	7	7	7	-	4	7	-	-	7	-
	51%	45%	65%	82%	-%	46%	51%	45%	51%	51%	51%	-%	49%	51%	-%	-%	60%	-%
Very Satisfied	4	3	*	*	-	4	4	3	4	4	4	-	3	4	-	-	4	-
	35%	35%	6%	18%	-%	39%	35%	35%	35%	35%	35%	-%	30%	35%	-%	-%	40%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	7	4	2	-	9	11	7	11	11	11	-	7	11	-	-	11	-
	86%	80%	71%	100%	-%	85%	86%	80%	86%	86%	86%	-%	79%	86%	-%	-%	100%	-%
NET: Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	13%	18%	26%	-%	-%	15%	13%	18%	13%	13%	13%	-%	19%	13%	100%	90%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?

Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	9	7	-	2	5	4	9	-	6	-	2	7	3	6
Weighted total	13	10	-	3	8	5	13	-	7	-	4	9	4	9
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	2	2	-	2	-	-	2	2	-
	13%	16%	-%	-%	-%	34%	13%	-%	25%	-%	-%	18%	38%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*	*	-	*	-	-	*	*	-
	1%	2%	-%	-%	-%	4%	1%	-%	3%	-%	-%	2%	4%	-%
Fairly Satisfied	7	7	-	-	5	2	7	-	2	-	3	4	2	4
	51%	66%	-%	-%	61%	34%	51%	-%	25%	-%	66%	45%	57%	48%
Very Satisfied	4	2	-	3	3	1	4	-	3	-	1	3	-	4
	35%	16%	-%	100%	39%	27%	35%	-%	48%	-%	34%	35%	-%	52%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	11	8	-	3	8	3	11	-	5	-	4	7	2	9
	86%	82%	-%	100%	100%	62%	86%	-%	73%	-%	100%	80%	57%	100%
NET: Dissatisfied	2	2	-	-	-	2	2	-	2	-	-	2	2	-
	13%	16%	-%	-%	-%	34%	13%	-%	25%	-%	-%	18%	38%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UK Mail?

Base: All who use UK Mail and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
9	7	1	4	3	2
13	11	2	5	4	3
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
2	-	2	-	-	2
13%	-%	100%	-%	-%	50%
*	-	-	-	*	-
1%	-%	-%	-%	4%	-%
7	7	-	2	3	2
51%	60%	-%	45%	59%	50%
4	4	-	3	2	-
35%	40%	-%	55%	36%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
11	11	-	5	4	2
86%	100%	-%	100%	96%	50%
2	-	2	-	-	2
13%	-%	100%	-%	-%	50%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?

Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	25	3	4	2	1	1	3	3	3	-	1	3	1	20
Weighted total	32	3	3	3	1	1	7	8	3	-	*	1	*	30
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	7%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	8%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	1%	6%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Fairly Satisfied	17	1	-	3	-	-	2	8	2	-	-	1	*	16
	54%	42%	-%	100%	-%	-%	33%	100%	46%	-%	-%	70%	100%	53%
Very Satisfied	12	2	3	-	1	1	2	-	2	-	*	*	-	11
	38%	52%	100%	-%	100%	100%	33%	-%	54%	-%	100%	30%	-%	38%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	30	3	3	3	1	1	5	8	3	-	*	1	*	27
	92%	94%	100%	100%	100%	100%	67%	100%	100%	-%	100%	100%	100%	91%
NET: Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	7%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	8%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?

Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	1	4	-	-	14	1	3	20	3	1	1	5	9	16
Weighted total	32	3	4	-	-	20	2	3	31	1	*	*	1	9	23
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	7%	-%	55%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	26%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	-	*	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	-%	34%	-%	-%	21%	-%	1%
Fairly Satisfied	17	3	-	-	-	12	-	2	17	*	-	-	*	3	15
	54%	100%	-%	-%	-%	63%	-%	57%	55%	34%	-%	-%	21%	29%	63%
Very Satisfied	12	-	2	-	-	7	2	1	12	*	*	*	1	4	8
	38%	-%	45%	-%	-%	37%	100%	43%	38%	31%	100%	100%	58%	45%	36%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	30	3	2	-	-	20	2	3	29	*	*	*	1	7	23
	92%	100%	45%	-%	-%	100%	100%	100%	92%	66%	100%	100%	79%	74%	99%
NET: Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	7%	-%	55%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	26%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?

Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	9	4	2	-	7	18	-	7	18	8	5	3	6	2	1	-
Weighted total	32	15	3	3	-	10	22	-	10	22	8	8	4	6	4	3	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-
	7%	16%	-%	-%	-%	-%	11%	-%	-%	11%	-%	-%	62%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	3%	-%	-%	-%
Fairly Satisfied	17	9	*	2	-	2	15	-	2	15	*	4	1	5	3	3	-
	54%	58%	18%	93%	-%	19%	70%	-%	19%	70%	6%	58%	38%	87%	67%	100%	-%
Very Satisfied	12	4	2	*	-	8	4	-	8	4	7	3	-	1	1	-	-
	38%	26%	82%	7%	-%	81%	18%	-%	81%	18%	94%	42%	-%	10%	33%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	30	13	3	3	-	10	19	-	10	19	8	8	1	6	4	3	-
	92%	84%	100%	100%	-%	100%	88%	-%	100%	88%	100%	100%	38%	97%	100%	100%	-%
NET: Dissatisfied	2	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-
	7%	16%	-%	-%	-%	-%	11%	-%	-%	11%	-%	-%	62%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 77 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?

Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	25	11	2	2	2	5	14	11	11	14	-	23	2
Weighted total	32	13	1	4	4	7	17	15	14	18	-	30	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-
	7%	-%	-%	59%	-%	-%	-%	16%	-%	13%	-%	8%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*	-
	1%	-%	31%	-%	-%	-%	1%	-%	1%	-%	-%	1%	-%
Fairly Satisfied	17	4	-	-	3	6	8	9	8	9	-	15	2
	54%	32%	-%	-%	71%	95%	49%	59%	56%	52%	-%	50%	94%
Very Satisfied	12	9	*	2	1	*	9	4	6	6	-	12	*
	38%	68%	69%	41%	29%	5%	50%	25%	43%	35%	-%	41%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	30	13	*	2	4	7	17	12	14	15	-	27	3
	92%	100%	69%	41%	100%	100%	99%	84%	99%	87%	-%	91%	100%
NET: Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-
	7%	-%	-%	59%	-%	-%	-%	16%	-%	13%	-%	8%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?

Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	25	*a 8	*b 7	*c 10	*a 23	*b 16	*c 23	*d 20	*e 10	*f 11	*g 16	*a 18	*b 1	*c 3	*a 15	*b 22	*c 7
Weighted total	32	8	14	9	29	20	29	25	15	15	24	23	2	3	18	27	6
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	7%	-%	17%	-%	8%	12%	8%	10%	-%	16%	10%	10%	-%	-%	-%	9%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	2%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	3%
Fairly Satisfied	17	*	9	7	17	12	17	13	10	7	13	13	-	*	10	17	3
	54%	6%	66%	79%	61%	60%	61%	51%	69%	49%	52%	55%	-%	16%	55%	64%	46%
Very Satisfied	12	8	3	2	9	5	9	10	4	5	9	8	2	3	8	7	3
	38%	92%	18%	21%	30%	27%	30%	38%	30%	34%	37%	34%	100%	84%	44%	26%	51%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	30	8	12	9	26	17	26	22	14	12	22	21	2	3	18	24	6
	92%	98%	83%	100%	91%	87%	91%	90%	99%	82%	89%	89%	100%	100%	99%	90%	97%
NET: Dissatisfied	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	7%	-%	17%	-%	8%	12%	8%	10%	-%	16%	10%	10%	-%	-%	-%	9%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 77 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?

Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	25	18	13	-	1	22	25	23	25	23	25	-	16	24	9	5	19	1
Weighted total	32	22	17	-	2	27	32	30	32	29	32	-	19	31	13	5	27	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	7%	-%	14%	-%	-%	9%	7%	8%	7%	8%	7%	-%	-%	8%	-%	-%	9%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	-	*
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	100%
Fairly Satisfied	17	15	12	-	2	12	17	17	17	17	17	-	10	17	9	3	14	-
	54%	68%	74%	-%	100%	46%	54%	56%	54%	59%	54%	-%	53%	56%	69%	57%	53%	-%
Very Satisfied	12	7	2	-	-	12	12	11	12	9	12	-	9	11	4	2	10	-
	38%	31%	10%	-%	-%	45%	38%	36%	38%	32%	38%	-%	47%	35%	29%	43%	38%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	30	22	14	-	2	25	30	28	30	26	30	-	19	28	13	5	24	-
	92%	99%	85%	-%	100%	90%	92%	91%	92%	91%	92%	-%	99%	92%	99%	100%	91%	-%
NET: Dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	7%	-%	14%	-%	-%	9%	7%	8%	7%	8%	7%	-%	-%	8%	-%	-%	9%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?

Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	25	4	4	16	15	10	23	2	16	3	6	17	4	21
Weighted total	32	3	4	22	17	15	30	2	22	4	8	21	7	25
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	2	2	-	2	-	2	-	2	-
	7%	-%	56%	-%	-%	15%	8%	-%	11%	-%	29%	-%	34%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	1%	-%	4%	-%	-%	1%	1%	-%	1%	-%	-%	1%	-%	1%
Fairly Satisfied	17	3	1	11	10	7	15	2	14	-	-	15	3	14
	54%	82%	29%	49%	59%	48%	50%	100%	62%	-%	-%	69%	42%	57%
Very Satisfied	12	1	*	11	7	6	12	-	6	4	6	6	2	11
	38%	18%	11%	51%	41%	36%	41%	-%	27%	100%	71%	30%	24%	42%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	30	3	2	22	17	13	28	2	20	4	6	21	5	25
	92%	100%	40%	100%	100%	83%	91%	100%	88%	100%	71%	99%	66%	99%
NET: Dissatisfied	2	-	2	-	-	2	2	-	2	-	2	-	2	-
	7%	-%	56%	-%	-%	15%	8%	-%	11%	-%	29%	-%	34%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from UPS?

Base: All who use UPS and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
25	23	1	7	4	2	12
32	30	2	9	7	3	12
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
2	-	2	-	-	-	2
7%	-%	100%	-%	-%	-%	20%
*	-	-	*	-	-	-
1%	-%	-%	2%	-%	-%	-%
17	17	-	6	4	3	4
54%	58%	-%	66%	57%	88%	33%
12	12	-	3	3	*	6
38%	42%	-%	32%	43%	12%	48%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
30	30	-	9	7	3	10
92%	100%	-%	98%	100%	100%	80%
2	-	2	-	-	-	2
7%	-%	100%	-%	-%	-%	20%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	-	-	-	3	1	-	-	1	1	1	-	-	6
Weighted total	5	-	-	-	2	*	-	-	2	1	*	-	-	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	*	*	-	-	2	-	-	-	-	2
	37%	-%	-%	-%	11%	100%	-%	-%	100%	-%	-%	-%	-%	41%
Very Satisfied	3	-	-	-	1	-	-	-	1	*	-	-	-	3
	63%	-%	-%	-%	89%	-%	-%	-%	-%	100%	100%	-%	-%	59%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	-	-	2	*	-	-	2	1	*	-	-	5
	100%	-%	-%	-%	100%	100%	-%	-%	100%	100%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 78 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	7	-	2	-	1	3	-	1	4	2	1	-	3	4	3
Weighted total	5	-	2	-	*	3	-	*	5	*	*	-	1	2	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	*	-	-	2	-	-	2	*	-	-	*	*	2
	37%	-%	11%	-%	-%	59%	-%	-%	34%	100%	-%	-%	61%	8%	56%
Very Satisfied	3	-	1	-	*	1	-	*	3	-	*	-	*	2	1
	63%	-%	89%	-%	100%	41%	-%	100%	66%	-%	100%	-%	39%	92%	44%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	2	-	*	3	-	*	5	*	*	-	1	2	3
	100%	-%	100%	-%	100%	100%	-%	100%	100%	100%	100%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	7	4	-	-	1	3	4	-	3	4	3	1	-	2	-	1	-
Weighted total	5	3	-	-	2	4	2	-	4	2	4	*	-	1	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	-	2	2	*	-	2	*	2	*	-	*	-	-	-
	37%	5%	-%	-%	100%	46%	19%	-%	46%	19%	46%	100%	-%	12%	-%	-%	-%
Very Satisfied	3	3	-	-	-	2	1	-	2	1	2	-	-	1	-	*	-
	63%	95%	-%	-%	-%	54%	81%	-%	54%	81%	54%	-%	-%	88%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	3	-	-	2	4	2	-	4	2	4	*	-	1	-	*	-
	100%	100%	-%	-%	100%	100%	100%	-%	100%	100%	100%	100%	-%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 78 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	7	4	2	-	1	-	3	4	3	4	-	6	1
Weighted total	5	4	1	-	*	-	2	3	2	3	-	4	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	*	-	*	-	-	2	-	2	-	2	-
	37%	44%	12%	-%	100%	-%	-%	58%	-%	58%	-%	51%	-%
Very Satisfied	3	2	1	-	-	-	2	1	2	1	-	2	1
	63%	56%	88%	-%	-%	-%	100%	42%	100%	42%	-%	49%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	4	1	-	*	-	2	3	2	3	-	4	1
	100%	100%	100%	-%	100%	-%	100%	100%	100%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	7	4	1	2	5	5	6	6	4	3	4	6	-	1	3	6	1
Weighted total	5	4	*	1	3	4	4	4	2	2	2	5	-	*	1	4	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	*	-	2	2	2	2	2	*	2	2	-	-	*	2	-
	37%	49%	100%	-%	74%	48%	51%	51%	90%	22%	81%	41%	-%	-%	20%	51%	-%
Very Satisfied	3	2	-	1	1	2	2	2	*	1	*	3	-	*	1	2	1
	63%	51%	-%	100%	26%	52%	49%	49%	10%	78%	19%	59%	-%	100%	80%	49%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	4	*	1	3	4	4	4	2	2	2	5	-	*	1	4	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 78 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	7	4	3	-	-	5	7	6	7	6	7	-	3	7	2	3	3	1
Weighted total	5	3	2	-	-	2	5	4	5	5	5	-	2	5	2	3	1	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	*	-	-	*	2	2	2	2	2	-	-	2	-	-	*	2
	37%	72%	9%	-%	-%	15%	37%	51%	37%	35%	37%	-%	-%	37%	-%	-%	43%	100%
Very Satisfied	3	1	2	-	-	2	3	2	3	3	3	-	2	3	2	3	*	-
	63%	28%	91%	-%	-%	85%	63%	49%	63%	65%	63%	-%	100%	63%	100%	100%	57%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	3	2	-	-	2	5	4	5	5	5	-	2	5	2	3	1	2
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	2	1	4	4	3	7	-	4	1	3	3	1	6
Weighted total	5	3	*	2	3	3	5	-	2	2	3	1	*	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	*	*	2	*	2	-	*	2	2	*	*	2
	37%	53%	100%	8%	72%	6%	37%	-%	17%	100%	53%	43%	100%	35%
Very Satisfied	3	1	-	2	1	3	3	-	2	-	1	*	-	3
	63%	47%	-%	92%	28%	94%	63%	-%	83%	-%	47%	57%	-%	65%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	3	*	2	3	3	5	-	2	2	3	1	*	5
	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Yodel?

Base: All who use Yodel and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
7	7	-	-	2	1	4
5	5	-	-	2	2	2
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
2	2	-	-	-	2	*
37%	37%	-%	-%	-%	100%	17%
3	3	-	-	2	-	2
63%	63%	-%	-%	100%	-%	83%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
5	5	-	-	2	2	2
100%	100%	-%	-%	100%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?

Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	39	4	3	3	3	2	4	2	3	3	3	4	5	27
	47	5	5	8	3	1	9	5	3	4	1	1	2	43
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	5	-	-	2	-	-	-	-	2	-	*	*	-	4
	10%	-%	-%	30%	-%	-%	-%	-%	48%	-%	32%	29%	-%	10%
	29	3	3	-	3	1	9	5	2	1	*	-	2	27
	61%	74%	64%	-%	92%	100%	98%	100%	48%	32%	32%	-%	78%	63%
	14	1	2	6	*	-	*	-	*	3	*	1	*	12
29%	26%	36%	70%	8%	-%	2%	-%	5%	68%	36%	71%	22%	28%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
43	5	5	6	3	1	9	5	2	4	1	1	2	39	
90%	100%	100%	70%	100%	100%	100%	100%	52%	100%	68%	71%	100%	90%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 79 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?

Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*a	*b
Unweighted total	39	3	9	-	2	12	1	10	33	5	-	1	6	24	15
Weighted total	47	5	9	-	1	18	2	11	46	1	-	*	1	28	19
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	-	-	-	*	2	-	2	5	-	-	-	-	5	-
	10%	-%	-%	-%	68%	12%	-%	23%	11%	-%	-%	-%	-%	17%	-%
Fairly Satisfied	29	5	6	-	*	10	-	4	29	*	-	-	*	11	18
	61%	100%	70%	-%	32%	58%	-%	39%	61%	42%	-%	-%	34%	39%	94%
Very Satisfied	14	-	3	-	-	5	2	4	13	*	-	*	1	12	1
	29%	-%	30%	-%	-%	30%	100%	38%	28%	58%	-%	100%	66%	44%	6%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	43	5	9	-	*	16	2	8	42	1	-	*	1	23	19
	90%	100%	100%	-%	32%	88%	100%	77%	89%	100%	-%	100%	100%	83%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?

Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	39	15	3	3	-	21	18	4	17	18	17	11	4	1	-	2	-
Weighted total	47	23	3	3	-	24	23	5	19	23	24	11	1	*	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	5	-	-	-	4	*	3	2	*	3	2	-	-	-	-	-
	10%	21%	-%	-%	-%	19%	2%	57%	9%	2%	12%	18%	-%	-%	-%	-%	-%
Fairly Satisfied	29	12	3	3	-	14	15	2	12	15	15	7	1	*	-	-	-
	61%	53%	97%	100%	-%	56%	66%	33%	62%	66%	60%	58%	59%	100%	-%	-%	-%
Very Satisfied	14	6	*	-	-	6	8	*	6	8	7	3	1	-	-	1	-
	29%	26%	3%	-%	-%	25%	33%	10%	29%	33%	28%	23%	41%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	43	19	3	3	-	20	23	2	18	23	21	9	1	*	-	1	-
	90%	79%	100%	100%	-%	81%	98%	43%	91%	98%	88%	82%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 79 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?

Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	a	*b	*a	b	*c
Unweighted total	39	21	6	2	5	4	31	8	30	9	-	37	2
Weighted total	47	26	5	3	6	6	37	11	35	12	-	43	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	4	*	-	-	-	4	*	4	*	-	5	-
	10%	17%	8%	-%	-%	-%	12%	4%	13%	3%	-%	11%	-%
Fairly Satisfied	29	17	1	3	5	3	23	6	21	7	-	28	1
	61%	65%	18%	100%	78%	45%	62%	56%	61%	61%	-%	64%	29%
Very Satisfied	14	5	4	-	1	4	9	4	9	4	-	11	3
	29%	18%	74%	-%	22%	55%	25%	41%	27%	35%	-%	25%	71%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	43	22	5	3	6	6	32	10	31	12	-	38	4
	90%	83%	92%	100%	100%	100%	88%	96%	87%	97%	-%	89%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?

Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	39	16	8	15	32	29	34	32	15	14	28	24	-	14	17	35	10
Weighted total	47	21	10	16	31	31	36	42	15	18	25	32	-	15	18	38	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	3	2	-	5	5	5	5	2	-	2	*	-	4	*	5	-
	10%	15%	16%	-%	16%	16%	14%	11%	11%	-%	10%	1%	-%	30%	2%	13%	-%
Fairly Satisfied	29	13	7	10	18	17	20	25	8	13	16	22	-	6	11	23	5
	61%	60%	65%	60%	58%	56%	57%	60%	53%	73%	65%	69%	-%	43%	63%	60%	51%
Very Satisfied	14	5	2	6	8	9	11	13	5	5	6	10	-	4	6	11	5
	29%	25%	18%	40%	26%	28%	30%	30%	36%	27%	25%	30%	-%	27%	34%	28%	49%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	43	18	8	16	26	26	31	38	13	18	23	32	-	10	17	34	10
	90%	85%	84%	100%	84%	84%	86%	89%	89%	100%	90%	99%	-%	70%	98%	87%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 79 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?

Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	*c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	39	30	23	5	3	29	38	34	38	36	39	-	28	38	7	11	19	9
Weighted total	47	33	24	9	5	30	47	40	47	44	47	-	33	47	7	20	17	11
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	5	-	-	4	1	5	5	5	3	5	-	3	5	2	-	5	-
	10%	15%	-%	-%	91%	3%	10%	12%	10%	6%	10%	-%	9%	10%	35%	-%	28%	-%
Fairly Satisfied	29	18	16	7	-	21	29	25	29	28	29	-	18	29	4	15	8	5
	61%	54%	66%	81%	-%	69%	61%	62%	61%	63%	61%	-%	55%	61%	55%	77%	48%	51%
Very Satisfied	14	10	8	2	*	9	13	10	13	14	14	-	12	13	1	4	4	5
	29%	31%	34%	19%	9%	29%	28%	26%	28%	31%	29%	-%	37%	28%	9%	23%	23%	49%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	43	28	24	9	*	29	42	35	42	41	43	-	31	42	4	20	12	11
	90%	85%	100%	100%	9%	97%	90%	88%	90%	94%	90%	-%	91%	90%	65%	100%	72%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 79 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?

Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	39	7	9	23	29	10	35	4	28	1	10	27	3	36
Weighted total	47	10	8	29	39	9	44	4	33	*	11	32	4	43
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	5	*	-	4	5	-	3	2	2	*	-	5	*	5
	10%	4%	-%	16%	13%	-%	7%	44%	6%	100%	-%	15%	10%	10%
Fairly Satisfied	29	7	5	17	23	6	29	-	23	-	8	20	4	25
	61%	71%	61%	57%	60%	65%	66%	-%	71%	-%	70%	62%	90%	58%
Very Satisfied	14	3	3	8	11	3	12	2	8	-	3	7	-	14
	29%	25%	39%	27%	27%	35%	26%	56%	23%	-%	30%	23%	-%	32%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	43	10	8	24	34	9	40	2	31	-	11	27	4	39
	90%	96%	100%	84%	87%	100%	93%	56%	94%	-%	100%	85%	90%	90%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcelforce?

Base: All who use Parcelforce and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	*a	*b	*c	*d
39	35	-	5	8	16	10
47	43	-	8	10	20	9
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
5	-	-	2	*	*	2
10%	-%	-%	31%	4%	2%	18%
29	29	-	4	6	13	6
61%	68%	-%	53%	55%	66%	63%
14	14	-	1	4	7	2
29%	32%	-%	16%	41%	32%	19%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
43	43	-	5	10	20	8
90%	100%	-%	69%	96%	98%	82%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?

Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	24	2	4	-	1	3	3	1	4	1	1	3	1	19
	31	3	5	-	1	4	7	3	6	*	*	1	*	29
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	3	-	-	-	-	-	3	-	-	-	-	-	-	3
	8%	-%	-%	-%	-%	-%	34%	-%	-%	-%	-%	-%	-%	9%
	11	2	*	-	1	1	3	3	2	-	-	-	-	11
	36%	57%	4%	-%	100%	33%	34%	100%	27%	-%	-%	-%	-%	38%
	17	1	5	-	-	3	2	-	4	*	*	1	*	15
56%	43%	96%	-%	-%	67%	33%	-%	73%	100%	100%	100%	100%	53%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
28	3	5	-	1	4	5	3	6	*	*	1	*	27	
92%	100%	100%	-%	100%	100%	66%	100%	100%	100%	100%	100%	100%	91%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?

Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	24	1	4	1	1	10	1	6	21	3	-	-	3	14	10
Weighted total	31	*	7	2	1	10	2	8	30	*	-	-	*	17	14
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	-	-	-	-	3	3	-	-	-	-	-	3
	8%	-%	-%	-%	-%	-%	-%	31%	8%	-%	-%	-%	-%	-%	18%
Fairly Satisfied	11	-	4	2	-	3	-	3	11	*	-	-	*	5	6
	36%	-%	54%	100%	-%	29%	-%	33%	36%	34%	-%	-%	34%	31%	42%
Very Satisfied	17	*	3	-	1	7	2	3	17	*	-	-	*	12	6
	56%	100%	46%	-%	100%	71%	100%	36%	56%	66%	-%	-%	66%	69%	40%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	*	7	2	1	10	2	6	28	*	-	-	*	17	12
	92%	100%	100%	100%	100%	100%	100%	69%	92%	100%	-%	-%	100%	100%	82%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?

Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	24	17	-	-	-	15	9	3	12	9	10	5	2	3	2	-	-
Weighted total	31	22	-	-	-	20	11	5	16	11	15	3	4	3	3	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	3	-	-	3	-	3	-	-	-	-	-	-
	8%	11%	-%	-%	-%	12%	-%	-%	16%	-%	16%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	11	9	-	-	-	6	5	2	4	5	6	*	1	1	3	-	-
	36%	42%	-%	-%	-%	30%	48%	36%	28%	48%	38%	6%	34%	39%	92%	-%	-%
Very Satisfied	17	11	-	-	-	12	5	3	9	5	7	3	2	2	*	-	-
	56%	47%	-%	-%	-%	58%	52%	64%	56%	52%	46%	94%	66%	61%	8%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	20	-	-	-	18	11	5	13	11	13	3	4	3	3	-	-
	92%	89%	-%	-%	-%	88%	100%	100%	84%	100%	84%	100%	100%	100%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 80 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?

Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	24	17	2	2	2	-	19	5	15	9	-	22	2
Weighted total	31	23	2	1	4	-	26	5	19	12	-	29	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	-	-	3	-	-	3	-	3	-
	8%	11%	-%	-%	-%	-%	10%	-%	-%	21%	-%	9%	-%
Fairly Satisfied	11	7	-	-	3	-	11	-	11	-	-	11	-
	36%	32%	-%	-%	62%	-%	43%	-%	59%	-%	-%	38%	-%
Very Satisfied	17	13	2	1	2	-	12	5	8	9	-	16	2
	56%	57%	100%	100%	38%	-%	47%	100%	41%	79%	-%	53%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	20	2	1	4	-	23	5	19	9	-	27	2
	92%	89%	100%	100%	100%	-%	90%	100%	100%	79%	-%	91%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?

Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	24	8	4	12	21	19	21	22	7	12	12	13	1	9	13	24	6
Weighted total	31	10	7	14	26	24	26	29	7	15	11	16	2	11	17	31	9
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	3	3	3	3	-	-	-	-	-	3	3	3	-
	8%	25%	-%	-%	10%	10%	10%	9%	-%	-%	-%	-%	-%	23%	15%	8%	-%
Fairly Satisfied	11	2	3	7	9	9	9	10	1	8	3	7	-	3	4	11	3
	36%	17%	40%	48%	36%	39%	36%	33%	17%	54%	27%	42%	-%	28%	25%	36%	29%
Very Satisfied	17	6	4	7	14	12	14	17	6	7	8	9	2	6	10	17	6
	56%	58%	60%	52%	55%	51%	55%	59%	83%	46%	73%	58%	100%	50%	60%	56%	71%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	7	7	14	24	22	24	27	7	15	11	16	2	9	15	28	9
	92%	75%	100%	100%	90%	90%	90%	91%	100%	100%	100%	100%	100%	77%	85%	92%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 80 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?

Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	24	13	18	4	2	15	24	16	24	20	23	-	14	24	8	8	14	2
Weighted total	31	19	24	7	1	21	31	20	31	25	29	-	18	31	12	12	15	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	3	3	-	-	3	3	3	3	3	-	3	3	3	3	-	-
	8%	13%	11%	36%	-%	-%	8%	12%	8%	10%	9%	-%	14%	8%	22%	21%	-%	-%
Fairly Satisfied	11	7	11	1	*	10	11	6	11	8	11	-	4	11	4	4	4	3
	36%	34%	47%	18%	29%	45%	36%	28%	36%	32%	38%	-%	21%	36%	33%	35%	30%	61%
Very Satisfied	17	10	10	3	*	12	17	12	17	15	16	-	12	17	5	5	10	2
	56%	52%	43%	46%	71%	55%	56%	60%	56%	58%	54%	-%	65%	56%	46%	44%	70%	39%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	17	21	4	1	21	28	18	28	23	27	-	16	28	9	10	15	4
	92%	87%	89%	64%	100%	100%	92%	88%	92%	90%	91%	-%	86%	92%	78%	79%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?

Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	24	5	6	13	12	12	24	-	15	2	7	15	3	21
Weighted total	31	9	11	11	12	19	31	-	23	2	9	20	6	25
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	-	3	-	3	-	3	-	3	-	-	3	-	3
	8%	-%	24%	-%	21%	-%	8%	-%	11%	-%	-%	13%	-%	10%
Fairly Satisfied	11	3	5	3	3	8	11	-	9	1	3	8	4	7
	36%	27%	48%	32%	29%	41%	36%	-%	38%	76%	32%	40%	73%	28%
Very Satisfied	17	7	3	7	6	11	17	-	11	*	6	9	2	16
	56%	73%	28%	68%	51%	59%	56%	-%	51%	24%	68%	47%	27%	62%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	28	9	8	11	10	19	28	-	20	2	9	18	6	23
	92%	100%	76%	100%	79%	100%	92%	-%	89%	100%	100%	87%	100%	90%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Hermes?

Base: All who use Hermes and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	^a	^b	^a	^b	^c	^d
24	23	-	5	8	5	6
31	28	-	7	10	6	7
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	-	-	-	3	-	-
8%	-%	-%	-%	25%	-%	-%
11	11	-	1	5	1	3
36%	39%	-%	17%	49%	20%	51%
17	17	-	6	3	5	3
56%	61%	-%	83%	26%	80%	49%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
28	28	-	7	8	6	7
92%	100%	-%	100%	75%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	17	2	3	2	2	1	-	2	-	-	2	2	1	12
	15	2	2	5	1	1	-	3	-	-	1	*	*	14
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	10%	-%	83%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	11%
	6	*	*	5	*	-	-	-	-	-	*	*	*	5
	39%	9%	8%	100%	12%	-%	-%	-%	-%	-%	53%	49%	100%	37%
	8	2	*	-	1	1	-	3	-	-	*	*	-	7
51%	91%	9%	-%	88%	100%	-%	100%	-%	-%	47%	51%	-%	52%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
14	2	*	5	1	1	-	3	-	-	1	*	*	13	
90%	100%	17%	100%	100%	100%	-%	100%	-%	-%	100%	100%	100%	89%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 81 (continuation)

Page 841

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	17	-	6	-	-	8	1	2	9	5	3	-	8	9	8
Weighted total	15	-	1	-	-	9	2	3	14	1	*	-	1	12	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	10%	-%	-%	-%	-%	17%	-%	-%	11%	-%	-%	-%	-%	14%	-%
Fairly Satisfied	6	-	1	-	-	2	2	*	5	*	*	-	1	6	*
	39%	-%	90%	-%	-%	26%	100%	6%	37%	30%	100%	-%	53%	49%	10%
Very Satisfied	8	-	*	-	-	5	-	3	7	1	-	-	1	4	4
	51%	-%	10%	-%	-%	57%	-%	94%	52%	70%	-%	-%	47%	38%	90%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	-	1	-	-	8	2	3	13	1	*	-	1	10	4
	90%	-%	100%	-%	-%	83%	100%	100%	89%	100%	100%	-%	100%	86%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 81 (continuation)

Page 842

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	17	5	1	2	1	6	11	-	6	11	7	2	2	3	1	2	-
Weighted total	15	5	*	3	*	5	11	-	5	11	6	2	3	4	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2	-	-	2	-	-	-	-	2	-	-	-
	10%	31%	-%	-%	-%	33%	-%	-%	33%	-%	-%	-%	-%	37%	-%	-%	-%
Fairly Satisfied	6	*	-	3	*	3	3	-	3	3	3	*	2	*	*	*	-
	39%	9%	-%	100%	100%	56%	31%	-%	56%	31%	42%	27%	95%	3%	100%	33%	-%
Very Satisfied	8	3	*	-	-	1	7	-	1	7	4	1	*	3	-	*	-
	51%	60%	100%	-%	-%	11%	69%	-%	11%	69%	58%	73%	5%	60%	-%	67%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	4	*	3	*	3	11	-	3	11	6	2	3	3	*	1	-
	90%	69%	100%	100%	100%	67%	100%	-%	67%	100%	100%	100%	100%	63%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 81 (continuation)

Page 843

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	17	7	1	1	4	4	9	8	3	14	-	16	1
Weighted total	15	6	2	*	4	4	9	7	5	10	-	15	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	-	-	-	2	-	2	-	2	-
	10%	-%	100%	-%	-%	-%	-%	23%	-%	15%	-%	10%	-%
Fairly Satisfied	6	6	-	-	*	*	6	*	5	1	-	6	-
	39%	98%	-%	-%	4%	5%	65%	4%	100%	7%	-%	40%	-%
Very Satisfied	8	*	-	*	4	4	3	5	-	8	-	8	*
	51%	2%	-%	100%	96%	95%	35%	73%	-%	78%	-%	50%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	6	-	*	4	4	9	5	5	9	-	13	*
	90%	100%	-%	100%	100%	100%	100%	77%	100%	85%	-%	90%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 81 (continuation)

Page 844

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	17	6	2	9	13	14	16	17	5	13	12	15	-	2	13	15	4
Weighted total	15	4	*	12	11	13	14	15	1	15	10	15	-	*	15	12	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	-	2	2	2	-	2	2	2	-	-	2	2	-
	10%	-%	-%	13%	-%	12%	11%	10%	-%	11%	16%	10%	-%	-%	10%	13%	-%
Fairly Satisfied	6	3	*	3	6	6	6	6	*	6	4	6	-	*	6	6	*
	39%	75%	51%	27%	55%	43%	43%	39%	49%	38%	37%	38%	-%	100%	38%	48%	11%
Very Satisfied	8	1	*	7	5	6	6	8	*	8	4	8	-	-	8	5	3
	51%	25%	49%	59%	45%	45%	45%	51%	51%	51%	46%	52%	-%	-%	51%	39%	89%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	4	*	10	11	11	12	14	1	13	8	14	-	*	13	11	3
	90%	100%	100%	87%	100%	88%	89%	90%	100%	89%	84%	90%	-%	100%	90%	87%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 81 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	17	12	11	3	1	13	17	15	17	15	16	-	10	17	7	7	8	2
Weighted total	15	10	7	3	1	12	15	14	15	14	15	-	11	15	7	9	6	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	10%	-%	23%	-%	-%	13%	10%	11%	10%	11%	10%	-%	14%	10%	21%	17%	-%	-%
Fairly Satisfied	6	6	1	*	-	6	6	6	6	6	6	-	6	6	3	*	5	*
	39%	57%	11%	4%	-%	48%	39%	44%	39%	43%	40%	-%	51%	39%	43%	5%	95%	33%
Very Satisfied	8	4	4	3	1	5	8	6	8	6	8	-	4	8	3	7	*	*
	51%	43%	66%	96%	100%	39%	51%	45%	51%	45%	50%	-%	35%	51%	36%	78%	5%	67%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	10	5	3	1	11	14	12	14	12	13	-	10	14	6	8	6	1
	90%	100%	77%	100%	100%	87%	90%	89%	90%	89%	90%	-%	86%	90%	79%	83%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	17	5	5	7	9	8	17	-	12	1	5	11	5	12
Weighted total	15	5	5	6	9	7	15	-	11	*	4	11	4	12
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	2	-	2	-	-	-	-	2	2	-
	10%	-%	31%	-%	18%	-%	10%	-%	-%	-%	-%	15%	41%	-%
Fairly Satisfied	6	*	1	5	3	3	6	-	3	*	3	3	1	5
	39%	4%	11%	92%	37%	41%	39%	-%	32%	100%	63%	30%	21%	44%
Very Satisfied	8	5	3	*	4	4	8	-	7	-	2	6	1	6
	51%	96%	58%	8%	46%	59%	51%	-%	68%	-%	37%	55%	38%	56%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	5	4	6	7	7	14	-	11	*	4	9	2	12
	90%	100%	69%	100%	82%	100%	90%	-%	100%	100%	100%	85%	59%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from FedEx?

Base: All who use FedEx and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
17	16	-	2	3	4	8
15	14	-	*	6	2	7
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
2	-	-	-	2	-	-
10%	-%	-%	-%	28%	-%	-%
6	6	-	-	-	*	6
39%	43%	-%	-%	-%	16%	76%
8	8	-	*	4	2	2
51%	57%	-%	100%	72%	84%	24%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
14	14	-	*	4	2	7
90%	100%	-%	100%	72%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from City Link Post?

Base: All who use City Link Post and consider it to be their main provider in addition to or other than Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	7	-	1	-	-	1	1	1	-	-	1	1	5
Weighted total	4	-	1	-	-	1	*	*	-	-	*	*	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	1	-	-	-	-	-	-	1
	32%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	41%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	1	-	-	*	*	-	-	-	-	*	2
	54%	-%	100%	-%	-%	100%	100%	-%	-%	-%	-%	100%	54%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	-	-	-	*
	4%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	5%
NET: Satisfied	3	-	1	-	-	*	*	-	-	-	*	*	2
	64%	-%	100%	-%	-%	100%	100%	-%	-%	-%	100%	100%	54%
NET: Dissatisfied	1	-	-	-	-	1	-	-	-	-	-	-	1
	32%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	41%

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

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Table 82 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from City Link Post?

Base: All who use City Link Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	7	-	1	1	-	1	-	3	4	2	1	-	3	4	3
Weighted total	4	-	*	*	-	*	-	2	3	*	*	-	1	3	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	32%	-%	-%	-%	-%	-%	-%	-%	38%	-%	-%	-%	-%	43%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	*	-	-	-	-	2	2	*	*	-	*	2	1
	54%	-%	100%	-%	-%	-%	-%	100%	50%	63%	100%	-%	73%	51%	60%
Very Satisfied	*	-	-	*	-	-	-	-	*	-	-	-	-	-	*
	10%	-%	-%	100%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	40%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	4%	-%	-%	-%	-%	100%	-%	-%	-%	37%	-%	-%	27%	5%	-%
NET: Satisfied	3	-	*	*	-	-	-	2	2	*	*	-	*	2	1
	64%	-%	100%	100%	-%	-%	-%	100%	62%	63%	100%	-%	73%	51%	100%
NET: Dissatisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	32%	-%	-%	-%	-%	-%	-%	-%	38%	-%	-%	-%	-%	43%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from City Link Post?

Base: All who use City Link Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	7	4	-	1	1	3	4	2	1	4	4	-	1	-	-	2	-
Weighted total	4	2	-	*	*	2	2	2	*	2	2	-	1	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-
	32%	-%	-%	-%	-%	-%	62%	-%	-%	62%	-%	-%	100%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	*	-	2	1	1	*	1	2	-	-	-	-	*	-
	54%	83%	-%	100%	-%	79%	30%	75%	100%	30%	83%	-%	-%	-%	-%	51%	-%
Very Satisfied	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	-
	10%	17%	-%	-%	-%	21%	-%	25%	-%	-%	17%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	4%	-%	-%	-%	100%	-%	8%	-%	-%	8%	-%	-%	-%	-%	-%	49%	-%
NET: Satisfied	3	2	-	*	-	2	1	2	*	1	2	-	-	-	-	*	-
	64%	100%	-%	100%	-%	100%	30%	100%	100%	30%	100%	-%	-%	-%	-%	51%	-%
NET: Dissatisfied	1	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-
	32%	-%	-%	-%	-%	-%	62%	-%	-%	62%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 82 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from City Link Post?

Base: All who use City Link Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	7	4	1	-	1	1	3	4	4	3	-	7	-
Weighted total	4	2	*	-	*	1	2	2	2	2	-	4	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	-	-	1	-	1	-	1	-	1	-
	32%	-%	-%	-%	-%	100%	-%	56%	-%	60%	-%	32%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	*	-	-	-	2	*	2	*	-	2	-
	54%	80%	100%	-%	-%	-%	100%	20%	91%	21%	-%	54%	-%
Very Satisfied	*	*	-	-	-	-	-	*	-	*	-	*	-
	10%	20%	-%	-%	-%	-%	-%	18%	-%	19%	-%	10%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	*	*	-	-	*	-
	4%	-%	-%	-%	100%	-%	-%	7%	9%	-%	-%	4%	-%
NET: Satisfied	3	2	*	-	-	-	2	1	2	1	-	3	-
	64%	100%	100%	-%	-%	-%	100%	38%	91%	40%	-%	64%	-%
NET: Dissatisfied	1	-	-	-	-	1	-	1	-	1	-	1	-
	32%	-%	-%	-%	-%	100%	-%	56%	-%	60%	-%	32%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from City Link Post?

Base: All who use City Link Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	7	4	1	2	6	5	6	7	3	3	4	5	-	2	5	7	1
Weighted total	4	2	*	1	4	2	4	4	1	3	2	3	-	1	3	4	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	-
	32%	-%	-%	89%	36%	56%	36%	32%	-%	43%	56%	39%	-%	-%	50%	32%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	*	-	2	*	2	2	*	2	*	2	-	*	1	2	*
	54%	83%	100%	-%	48%	19%	48%	54%	23%	57%	20%	56%	-%	39%	28%	54%	100%
Very Satisfied	*	*	-	-	*	*	*	*	*	-	*	-	-	-	*	*	-
	10%	17%	-%	-%	12%	18%	12%	10%	56%	-%	18%	-%	-%	61%	16%	10%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
	4%	-%	-%	11%	5%	7%	5%	4%	22%	-%	7%	5%	-%	-%	6%	4%	-%
NET: Satisfied	3	2	*	-	2	1	2	3	1	2	1	2	-	1	1	3	*
	64%	100%	100%	-%	59%	37%	59%	64%	78%	57%	38%	56%	-%	100%	44%	64%	100%
NET: Dissatisfied	1	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	-
	32%	-%	-%	89%	36%	56%	36%	32%	-%	43%	56%	39%	-%	-%	50%	32%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 82 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from City Link Post?

Base: All who use City Link Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	7	6	6	-	-	6	7	7	7	7	7	-	6	7	2	1	6	-
Weighted total	4	4	4	-	-	4	4	4	4	4	4	-	4	4	1	*	4	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	32%	36%	36%	-%	-%	34%	32%	32%	32%	32%	32%	-%	34%	32%	-%	-%	34%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	2	-	-	2	2	2	2	2	2	-	2	2	1	-	2	-
	54%	48%	60%	-%	-%	50%	54%	54%	54%	54%	54%	-%	56%	54%	100%	-%	56%	-%
Very Satisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	10%	12%	-%	-%	-%	11%	10%	10%	10%	10%	10%	-%	11%	10%	-%	-%	11%	-%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	*	-	-
	4%	5%	4%	-%	-%	4%	4%	4%	4%	4%	4%	-%	-%	4%	-%	100%	-%	-%
NET: Satisfied	3	2	2	-	-	2	3	3	3	3	3	-	3	3	1	-	3	-
	64%	59%	60%	-%	-%	61%	64%	64%	64%	64%	64%	-%	66%	64%	100%	-%	66%	-%
NET: Dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	32%	36%	36%	-%	-%	34%	32%	32%	32%	32%	32%	-%	34%	32%	-%	-%	34%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 82 (continuation)

Page 854

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from City Link Post?

Base: All who use City Link Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	2	1	4	5	2	7	-	5	1	1	6	3	4
Weighted total	4	2	*	2	4	*	4	-	3	*	1	3	3	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	32%	74%	-%	-%	36%	-%	32%	-%	39%	-%	-%	47%	48%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	2	2	*	2	-	2	*	1	1	1	1
	54%	26%	-%	80%	52%	63%	54%	-%	56%	100%	100%	32%	52%	56%
Very Satisfied	*	-	-	*	*	-	*	-	-	-	-	*	-	*
	10%	-%	-%	20%	12%	-%	10%	-%	-%	-%	-%	15%	-%	32%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	4%	-%	100%	-%	-%	37%	4%	-%	5%	-%	-%	6%	-%	12%
NET: Satisfied	3	*	-	2	2	*	3	-	2	*	1	1	1	1
	64%	26%	-%	100%	64%	63%	64%	-%	56%	100%	100%	47%	52%	88%
NET: Dissatisfied	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	32%	74%	-%	-%	36%	-%	32%	-%	39%	-%	-%	47%	48%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from City Link Post?

Base: All who use City Link Post and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
7	5	1	3	1	3
4	3	1	3	*	1
	-	-	-	-	-
-%	-%	-%	-%	-%	-%
	-	1	1	-	-
1	-	100%	43%	-%	-%
32%	-%				
	-	-	-	-	-
-%	-%	-%	-%	-%	-%
	2	-	2	*	*
2	84%	-%	57%	100%	23%
54%					
	*	-	-	-	*
*	16%	-%	-%	-%	56%
10%					
	-	-	-	-	*
*	-%	-%	-%	-%	22%
4%					
	3	-	2	*	1
3	100%	-%	57%	100%	78%
64%					
	-	1	1	-	-
1	-%	100%	43%	-%	-%
32%					

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?

Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	12	-	1	1	2	1	1	-	-	-	1	4	7
Weighted total	9	-	2	*	1	3	*	-	-	-	*	2	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	1	-	-	-	-	-	-	-	1
	15%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	19%
Fairly Satisfied	4	-	-	*	-	3	*	-	-	-	*	-	4
	43%	-%	-%	100%	-%	100%	100%	-%	-%	-%	100%	-%	54%
Very Satisfied	4	-	2	*	-	-	-	-	-	-	-	2	2
	42%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	100%	27%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	-	2	*	*	3	*	-	-	-	*	2	5
	85%	-%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	81%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

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Table 83 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?

Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	12	-	-	-	-	1	3	8	7	5	-	-	5	9	3
Weighted total	9	-	-	-	-	2	1	6	8	1	-	-	1	6	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	1	-
	15%	-%	-%	-%	-%	-%	-%	20%	16%	-%	-%	-%	-%	20%	-%
Fairly Satisfied	4	-	-	-	-	-	*	3	3	1	-	-	1	3	*
	43%	-%	-%	-%	-%	-%	67%	52%	39%	79%	-%	-%	79%	56%	8%
Very Satisfied	4	-	-	-	-	2	*	2	3	*	-	-	*	1	2
	42%	-%	-%	-%	-%	100%	33%	28%	44%	21%	-%	-%	21%	24%	92%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	-	-	-	-	2	1	5	6	1	-	-	1	5	2
	85%	-%	-%	-%	-%	100%	100%	80%	84%	100%	-%	-%	100%	80%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?

Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	1	-	1	-	3	9	-	3	9	2	-	1	3	4	2	-
Weighted total	9	*	-	*	-	3	5	-	3	5	2	-	*	2	4	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
	15%	-%	-%	-%	-%	38%	-%	-%	38%	-%	-%	-%	-%	68%	-%	-%	-%
Fairly Satisfied	4	*	-	*	-	-	4	-	-	4	-	-	*	-	3	*	-
	43%	100%	-%	100%	-%	-%	71%	-%	-%	71%	-%	-%	100%	-%	88%	19%	-%
Very Satisfied	4	-	-	-	-	2	2	-	2	2	2	-	-	1	*	*	-
	42%	-%	-%	-%	-%	62%	29%	-%	62%	29%	100%	-%	-%	32%	12%	81%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	*	-	*	-	2	5	-	2	5	2	-	*	1	4	1	-
	85%	100%	-%	100%	-%	62%	100%	-%	62%	100%	100%	-%	100%	32%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?

Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	12	4	3	1	1	-	8	4	6	6	-	12	-
Weighted total	9	2	4	*	*	-	7	2	5	3	-	9	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	1	-
	15%	-%	-%	-%	-%	-%	-%	63%	24%	-%	-%	15%	-%
Fairly Satisfied	4	*	3	-	*	-	4	*	4	*	-	4	-
	43%	14%	88%	-%	100%	-%	54%	8%	67%	5%	-%	43%	-%
Very Satisfied	4	2	*	*	-	-	3	1	*	3	-	4	-
	42%	86%	12%	100%	-%	-%	46%	29%	9%	95%	-%	42%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	2	4	*	*	-	7	1	4	3	-	7	-
	85%	100%	100%	100%	100%	-%	100%	37%	76%	100%	-%	85%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 83 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?

Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	12	2	1	9	12	12	12	8	4	-	10	4	-	5	3	12	2
Weighted total	9	2	*	6	9	9	9	6	4	-	8	4	-	3	2	9	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	1	1	1	-	-	-	1	-	-	-	-	1	-
	15%	-%	-%	20%	15%	15%	15%	-%	-%	-%	16%	-%	-%	-%	-%	15%	-%
Fairly Satisfied	4	-	*	4	4	4	4	4	3	-	4	3	-	*	-	4	-
	43%	-%	100%	56%	43%	43%	43%	57%	95%	-%	48%	85%	-%	18%	-%	43%	-%
Very Satisfied	4	2	-	1	4	4	4	3	*	-	3	1	-	2	2	4	1
	42%	100%	-%	24%	42%	42%	42%	43%	5%	-%	36%	15%	-%	82%	100%	42%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	2	*	5	7	7	7	6	4	-	6	4	-	3	2	7	1
	85%	100%	100%	80%	85%	85%	85%	100%	100%	-%	84%	100%	-%	100%	100%	85%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 83 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?

Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	12	10	8	1	-	11	12	12	12	11	12	-	8	12	2	1	10	1
Weighted total	9	6	8	*	-	8	9	9	9	8	9	-	7	9	1	*	8	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	15%	19%	17%	-%	-%	15%	15%	15%	15%	15%	15%	-%	18%	15%	-%	-%	15%	-%
Fairly Satisfied	4	4	3	*	-	4	4	4	4	4	4	-	3	4	-	*	3	-
	43%	57%	44%	100%	-%	42%	43%	43%	43%	45%	43%	-%	50%	43%	-%	100%	43%	-%
Very Satisfied	4	2	3	-	-	4	4	4	4	3	4	-	2	4	1	-	3	*
	42%	24%	39%	-%	-%	43%	42%	42%	42%	39%	42%	-%	33%	42%	100%	-%	42%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	5	6	*	-	7	7	7	7	7	7	-	6	7	1	*	7	*
	85%	81%	83%	100%	-%	85%	85%	85%	85%	85%	85%	-%	82%	85%	100%	100%	85%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?

Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	12	1	-	10	11	1	11	1	8	1	3	9	1	11
Weighted total	9	*	-	8	8	*	8	*	5	*	1	8	*	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	1	-	1	-	-	-	-	1	-	1
	15%	-%	-%	16%	16%	-%	15%	-%	-%	-%	-%	16%	-%	15%
Fairly Satisfied	4	*	-	4	4	-	4	*	3	-	*	3	*	3
	43%	100%	-%	45%	46%	-%	42%	100%	66%	-%	68%	41%	100%	42%
Very Satisfied	4	-	-	3	3	*	4	-	2	*	*	3	-	4
	42%	-%	-%	40%	39%	100%	43%	-%	34%	100%	32%	43%	-%	43%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	*	-	7	7	*	7	*	5	*	1	7	*	7
	85%	100%	-%	84%	84%	100%	85%	100%	100%	100%	100%	84%	100%	85%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DX?

Base: All who use DX and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
12	11	-	1	-	5	6
9	7	-	*	-	4	4
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
1	-	-	-	-	-	1
15%	-%	-%	-%	-%	-%	30%
4	4	-	*	-	3	*
43%	51%	-%	100%	-%	76%	9%
4	4	-	-	-	1	3
42%	49%	-%	-%	-%	24%	62%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
7	7	-	*	-	4	3
85%	100%	-%	100%	-%	100%	70%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?

Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	5	-	-	1	-	1	-	1	-	-	-	1	1	3
	4	-	-	*	-	*	-	3	-	-	-	*	*	4
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	-	*	-	-	-	-	-	-	-	*	-	*
	18%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	10%
4	-	-	-	-	*	-	3	-	-	-	-	*	3	
82%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	90%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
4	-	-	*	-	*	-	3	-	-	-	*	*	4	
100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	100%	100%	100%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 84 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?

Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	5	-	-	-	4	-	1	-	3	2	-	-	2	2	3
Weighted total	4	-	-	-	4	-	*	-	4	1	-	-	1	1	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	-	1	-	-	-	*	*	-	-	*	*	*
	18%	-%	-%	-%	20%	-%	-%	-%	12%	67%	-%	-%	67%	67%	12%
Very Satisfied	4	-	-	-	3	-	*	-	3	*	-	-	*	*	3
	82%	-%	-%	-%	80%	-%	100%	-%	88%	33%	-%	-%	33%	33%	88%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	-	-	-	4	-	*	-	4	1	-	-	1	1	4
	100%	-%	-%	-%	100%	-%	100%	-%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?

Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	1	1	-	-	3	2	-	3	2	-	2	-	2	1	-	-
Weighted total	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	*	-	-	*	*	-	*	*	-	*	-	-	*	-	-
	18%	-%	100%	-%	-%	10%	53%	-%	10%	53%	-%	67%	-%	100%	100%	-%	-%
Very Satisfied	4	3	-	-	-	3	*	-	3	*	-	*	-	3	-	-	-
	82%	100%	-%	-%	-%	90%	47%	-%	90%	47%	-%	33%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
	100%	100%	100%	-%	-%	100%	100%	-%	100%	100%	-%	100%	-%	100%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 84 (continuation)

Page 867

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?

Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	5	2	-	-	-	-	-	5	-	5	-	1	4
Weighted total	4	1	-	-	-	-	-	4	-	4	-	3	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	1	-	-	-	-	-	1	-	1	-	-	1
	18%	100%	-%	-%	-%	-%	-%	18%	-%	18%	-%	-%	58%
Very Satisfied	4	-	-	-	-	-	-	4	-	4	-	3	1
	82%	-%	-%	-%	-%	-%	-%	82%	-%	82%	-%	100%	42%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	1	-	-	-	-	-	4	-	4	-	3	1
	100%	100%	-%	-%	-%	-%	-%	100%	-%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 84 (continuation)

Page 868

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?

Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	1	2	5	3	5	1	2	1	4	1	-	1	1	4	-
Weighted total	4	3	*	1	4	4	4	*	1	*	1	*	-	*	*	4	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	*	1	-	1	*	*	*	1	*	-	*	-	1	-
	18%	13%	-%	46%	18%	-%	18%	100%	53%	100%	58%	100%	-%	100%	-%	19%	-%
Very Satisfied	4	3	*	*	4	4	4	-	*	-	1	-	-	-	*	3	-
	82%	87%	100%	54%	82%	100%	82%	-%	47%	-%	42%	-%	-%	-%	100%	81%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	3	*	1	4	4	4	*	1	*	1	*	-	*	*	4	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 84 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?

Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	5	1	-	-	-	1	5	5	5	4	5	-	3	5	-	2	3	-
Weighted total	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	-	-	-	1	1	1	1	1	-	*	1	-	*	*	-
	18%	-%	-%	-%	-%	-%	18%	18%	18%	20%	18%	-%	12%	18%	-%	53%	10%	-%
Very Satisfied	4	3	-	-	-	3	4	4	4	3	4	-	3	4	-	*	3	-
	82%	100%	-%	-%	-%	100%	82%	82%	82%	80%	82%	-%	88%	82%	-%	47%	90%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?

Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	1	1	3	3	2	5	-	1	-	-	1	-	5
Weighted total	4	*	*	4	4	1	4	-	3	-	-	3	-	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	*	*	*	*	1	-	-	-	-	-	-	1
	18%	-%	100%	10%	12%	46%	18%	-%	-%	-%	-%	-%	-%	18%
Very Satisfied	4	*	-	3	3	*	4	-	3	-	-	3	-	4
	82%	100%	-%	90%	88%	54%	82%	-%	100%	-%	-%	100%	-%	82%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	*	*	4	4	1	4	-	3	-	-	3	-	4
	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Pitney Bowes?

Base: All who use Pitney Bowes and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
5	5	-	2	-	2	1
4	4	-	1	-	3	*
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
1	1	-	1	-	-	-
18%	18%	-%	100%	-%	-%	-%
4	4	-	-	-	3	*
82%	82%	-%	-%	-%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
4	4	-	1	-	3	*
100%	100%	-%	100%	-%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	11	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Weighted total	8	2	-	-	1	1	1	1	2	1	-	2	-	9
Very Dissatisfied	-	2	-	-	*	1	2	*	1	*	-	1	-	8
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	2%	-	-	-	-	-	-	-	-	100%	-	-	-	2%
Fairly Satisfied	6	2	-	-	*	-	2	-	1	-	-	*	-	6
	73%	100%	-	-	100%	-	100%	-	87%	-	-	25%	-	76%
Very Satisfied	2	-	-	-	-	1	-	*	*	-	-	*	-	2
	25%	-	-	-	-	100%	-	100%	13%	-	-	75%	-	21%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Satisfied	8	2	-	-	*	1	2	*	1	-	-	1	-	7
	98%	100%	-	-	100%	100%	100%	100%	100%	-	-	100%	-	98%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 85 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	11	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	8	1	2	-	-	4	-	*	5	4	2	-	6	7	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	2%	-%	9%	-%	-%	-%	-%	-%	-%	-%	44%	-%	16%	-%	3%
Fairly Satisfied	6	1	2	-	-	3	-	*	5	*	*	-	1	2	4
	73%	100%	82%	-%	-%	59%	-%	100%	76%	48%	56%	-%	51%	71%	74%
Very Satisfied	2	-	*	-	-	2	-	-	2	*	-	-	*	1	1
	25%	-%	9%	-%	-%	41%	-%	-%	24%	52%	-%	-%	33%	29%	23%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	1	2	-	-	4	-	*	7	1	*	-	1	3	5
	98%	100%	91%	-%	-%	100%	-%	100%	100%	100%	56%	-%	84%	100%	97%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 85 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		^a	^b	^c	^d	^a	^b	^a	^b	^c	^a	^b	^c	^d	^e	^f	^g	
Unweighted total	11	2	-	3	1	3	8	-	3	8	4	1	1	3	-	2	-	
Weighted total	8	4	-	2	*	3	5	-	3	5	3	1	*	3	-	*	-	
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	*	-	-	-	
	2%	-%	-%	-%	100%	-%	4%	-%	-%	4%	-%	-%	-%	6%	-%	-%	-%	
Fairly Satisfied	6	2	-	2	-	2	4	-	2	4	2	1	-	3	-	*	-	
	73%	66%	-%	100%	-%	54%	85%	-%	54%	85%	47%	100%	-%	94%	-%	100%	-%	
Very Satisfied	2	1	-	-	-	1	1	-	1	1	2	-	*	-	-	-	-	
	25%	34%	-%	-%	-%	46%	12%	-%	46%	12%	53%	-%	100%	-%	-%	-%	-%	
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	8	4	-	2	-	3	5	-	3	5	3	1	*	3	-	*	-	
	98%	100%	-%	100%	-%	100%	96%	-%	100%	96%	100%	100%	100%	94%	-%	100%	-%	
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	11											
Weighted total	8											
Very Dissatisfied	-											
	-%											
Fairly Dissatisfied	-											
	-%											
Neither Satisfied Nor Dissatisfied	*											
	2%											
Fairly Satisfied	6											
	73%											
Very Satisfied	2											
	25%											
Don't Know (DO NOT READ OUT)	-											
	-%											
NET: Satisfied	8											
	98%											
NET: Dissatisfied	-											
	-%											
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 85 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	11	5	3	3	9	9	10	11	7	7	8	10	1	-	7	10	2
Weighted total	8	2	4	2	8	8	8	8	5	3	7	8	*	-	4	8	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	2%	8%	-%	-%	2%	2%	2%	2%	4%	7%	3%	2%	-%	-%	4%	2%	48%
Fairly Satisfied	6	1	4	*	6	6	6	6	4	2	6	6	*	-	3	6	*
	73%	66%	96%	22%	74%	78%	74%	73%	92%	64%	88%	72%	100%	-%	82%	74%	52%
Very Satisfied	2	1	*	1	2	1	2	2	*	1	1	2	-	-	1	2	-
	25%	27%	4%	78%	24%	19%	23%	25%	4%	29%	9%	25%	-%	-%	14%	23%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	4	2	8	7	8	8	4	2	6	8	*	-	4	8	*
	98%	92%	100%	100%	98%	98%	98%	98%	96%	93%	97%	98%	100%	-%	96%	98%	52%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 85 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	11	8	5	1	-	9	11	10	11	11	11	-	8	11	3	5	6	-
Weighted total	8	8	2	*	-	8	8	7	8	8	8	-	8	8	2	3	5	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-
	2%	2%	9%	-%	-%	2%	2%	3%	2%	2%	2%	-%	2%	2%	11%	5%	-%	-%
Fairly Satisfied	6	6	2	*	-	6	6	5	6	6	6	-	6	6	1	1	4	-
	73%	73%	82%	100%	-%	74%	73%	68%	73%	73%	73%	-%	73%	73%	89%	44%	93%	-%
Very Satisfied	2	2	*	-	-	2	2	2	2	2	2	-	2	2	-	2	*	-
	25%	24%	9%	-%	-%	24%	25%	30%	25%	25%	25%	-%	24%	25%	-%	50%	7%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	7	2	*	-	8	8	7	8	8	8	-	7	8	1	3	5	-
	98%	98%	91%	100%	-%	98%	98%	97%	98%	98%	98%	-%	98%	98%	89%	95%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	5	-	5	6	5	11	-	9	1	2	9	2	9
Weighted total	8	3	-	5	2	6	8	-	6	*	2	6	*	8
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	-	*	-	*	-	-	*	-	*
	2%	6%	-%	-%	7%	-%	2%	-%	3%	-%	-%	3%	-%	2%
Fairly Satisfied	6	2	-	4	*	6	6	-	4	*	2	4	*	5
	73%	53%	-%	88%	14%	97%	73%	-%	65%	100%	100%	65%	100%	71%
Very Satisfied	2	1	-	1	2	*	2	-	2	-	-	2	-	2
	25%	42%	-%	12%	79%	3%	25%	-%	32%	-%	-%	32%	-%	26%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	3	-	5	2	6	8	-	6	*	2	6	*	8
	98%	94%	-%	100%	93%	100%	98%	-%	97%	100%	100%	97%	100%	98%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interlink / Interlink Express / Direct?

Base: All who use Interlink / Interlink Express / Direct and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		*a	*b	*a	*b	*c	*d
Significance Level: 95%	11	10	-	3	3	3	2
Unweighted total	8	8	-	4	1	2	2
Weighted total							
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*
	2%	-%	-%	-%	-%	-%	10%
Fairly Satisfied	6	6	-	4	*	*	2
	73%	74%	-%	95%	51%	9%	90%
Very Satisfied	2	2	-	*	*	1	-
	25%	26%	-%	5%	49%	91%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	-	4	1	2	2
	98%	100%	-%	100%	100%	100%	90%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?

Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	8	-	-	-	-	-	1	-	2	1	2	2	-	4
	8	-	-	-	-	-	3	-	3	*	1	1	-	7
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	7	-	-	-	-	-	3	-	3	*	*	1	-	7
	99%	-%	-%	-%	-%	-%	100%	-%	100%	100%	80%	100%	-%	100%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
7	-	-	-	-	-	3	-	3	*	*	1	-	7	
99%	-%	-%	-%	-%	-%	100%	-%	100%	100%	80%	100%	-%	100%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 86 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?

Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	8	-	1	-	-	5	-	2	5	3	-	-	3	7	1
Weighted total	8	-	*	-	-	3	-	5	7	*	-	-	*	5	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	1%	-%	-%	-%	-%	4%	-%	-%	-%	28%	-%	-%	28%	2%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	7	-	*	-	-	3	-	5	7	*	-	-	*	4	3
	99%	-%	100%	-%	-%	96%	-%	100%	100%	72%	-%	-%	72%	98%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	-	*	-	-	3	-	5	7	*	-	-	*	4	3
	99%	-%	100%	-%	-%	96%	-%	100%	100%	72%	-%	-%	72%	98%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 86 (continuation)

Page 882

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?

Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	8	1	-	1	-	4	4	1	3	4	2	4	2	-	-	-	-
Weighted total	8	3	-	*	-	2	5	2	1	5	5	2	1	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	1%	-%	-%	-%	-%	5%	-%	-%	17%	-%	-%	5%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	7	3	-	*	-	2	5	2	1	5	5	2	1	-	-	-	-
	99%	100%	-%	100%	-%	95%	100%	100%	83%	100%	100%	95%	100%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	3	-	*	-	2	5	2	1	5	5	2	1	-	-	-	-
	99%	100%	-%	100%	-%	95%	100%	100%	83%	100%	100%	95%	100%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 86 (continuation)

Page 883

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?

Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%													
Unweighted total	8	3	1	2	1	1	4	4	2	6	-	7	1
Weighted total	8	2	*	5	*	*	3	5	2	5	-	6	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	*	-
	1%	5%	-%	-%	-%	-%	4%	-%	-%	2%	-%	2%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	7	2	*	5	*	*	3	5	2	5	-	6	2
	99%	95%	100%	100%	100%	100%	96%	100%	100%	98%	-%	98%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	2	*	5	*	*	3	5	2	5	-	6	2
	99%	95%	100%	100%	100%	100%	96%	100%	100%	98%	-%	98%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker

Table 86 (continuation)

Page 884

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?

Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	8	1	4	3	7	4	8	8	3	6	6	7	-	1	4	8	-
Weighted total	8	*	4	4	7	2	8	8	4	4	4	6	-	2	4	8	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	*	-	*	*	-	*	*	*	-	-	-	*	-
	1%	-%	3%	-%	2%	-%	1%	1%	-%	3%	3%	2%	-%	-%	-%	1%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	7	*	4	4	7	2	7	7	4	4	4	6	-	2	4	7	-
	99%	100%	97%	100%	98%	100%	99%	99%	100%	97%	97%	98%	-%	100%	100%	99%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	*	4	4	7	2	7	7	4	4	4	6	-	2	4	7	-
	99%	100%	97%	100%	98%	100%	99%	99%	100%	97%	97%	98%	-%	100%	100%	99%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 86 (continuation)

Page 885

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?

Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	8	4	5	1	-	6	8	7	8	8	8	-	4	8	2	3	4	1
Weighted total	8	3	4	3	-	3	8	6	8	8	8	-	5	8	3	4	4	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	1%	4%	3%	-%	-%	4%	1%	2%	1%	1%	1%	-%	-%	1%	-%	-%	3%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	7	3	4	3	-	3	7	6	7	7	7	-	5	7	3	4	4	*
	99%	96%	97%	100%	-%	96%	99%	98%	99%	99%	99%	-%	100%	99%	100%	100%	97%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	3	4	3	-	3	7	6	7	7	7	-	5	7	3	4	4	*
	99%	96%	97%	100%	-%	96%	99%	98%	99%	99%	99%	-%	100%	99%	100%	100%	97%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 86 (continuation)

Page 886

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?

Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	8	4	-	4	4	4	8	-	5	1	2	5	1	7
Weighted total	8	5	-	2	2	5	8	-	3	3	1	5	*	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	1%	-%	-%	5%	-%	2%	1%	-%	4%	-%	-%	2%	-%	2%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	7	5	-	2	2	5	7	-	3	3	1	5	*	7
	99%	100%	-%	95%	100%	98%	99%	-%	96%	100%	100%	98%	100%	98%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	5	-	2	2	5	7	-	3	3	1	5	*	7
	99%	100%	-%	95%	100%	98%	99%	-%	96%	100%	100%	98%	100%	98%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from APC?

Base: All who use APC and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
8	7	-	3	1	2	2
8	7	-	1	*	5	2
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
*	-	-	*	-	-	-
1%	-%	-%	17%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
7	7	-	1	*	5	2
99%	100%	-%	83%	100%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
7	7	-	1	*	5	2
99%	100%	-%	83%	100%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?

Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	2	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	1	1	-	-	-	1	-	-	-	-	-	-	-	2
		*	-	-	-	1	-	-	-	-	-	-	-	1
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	*	-	-	-	1	-	-	-	-	-	-	-	1
100%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
1	*	-	-	-	1	-	-	-	-	-	-	-	1	
100%	100%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?

Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	2	-	1	-	-	-	-	1	1	1	-	-	1	1	1
Weighted total	1	-	1	-	-	-	-	*	1	*	-	-	*	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	1	-	-	-	-	*	1	*	-	-	*	1	*
	100%	-%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%	100%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	1	-	-	-	-	*	1	*	-	-	*	1	*
	100%	-%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 87 (continuation)

Page 890

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?

Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	1	-	-	1	1	1	-	1	1	-	-	1	1	-	-	-
Weighted total	1	1	-	-	*	1	*	-	1	*	-	-	1	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	*	1	*	-	1	*	-	-	1	*	-	-	-
	100%	100%	-%	-%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	*	1	*	-	1	*	-	-	1	*	-	-	-
	100%	100%	-%	-%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 87 (continuation)

Page 891

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?

Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	1	-	-	1	-	2	-	1	1	-	2	-
Weighted total	1	*	-	-	1	-	1	-	1	*	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	*	-	-	1	-	1	-	1	*	-	1	-
	100%	100%	-%	-%	100%	-%	100%	-%	100%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	1	-	1	-	1	*	-	1	-
	100%	100%	-%	-%	100%	-%	100%	-%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?

Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	2	1	-	1	2	1	2	1	1	1	2	1	-	1	1	2	1
Weighted total	1	*	-	1	1	1	1	1	1	1	1	1	-	*	1	1	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	*	-	1	1	1	1	1	1	1	1	1	-	*	1	1	1
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	1	1	1	1	1	1	1	1	1	-	*	1	1	1
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?

Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	2	2	1	-	-	2	2	2	2	1	2	-	1	1	1	1	1	-
Weighted total	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	*	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	*	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 87 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?

Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	-	-	2	1	1	2	-	2	-	1	1	-	2
Weighted total	1	-	-	1	1	*	1	-	1	-	1	*	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	1	1	*	1	-	1	-	1	*	-	1
	100%	-%	-%	100%	100%	100%	100%	-%	100%	-%	100%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	1	*	1	-	1	-	1	*	-	1
	100%	-%	-%	100%	100%	100%	100%	-%	100%	-%	100%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Local Courier?

Base: All who use Local Courier and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	*a	*b	*a	*b	*c
2	2	-	1	-	1
1	1	-	1	-	*
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
1	1	-	1	-	*
100%	100%	-%	100%	-%	100%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
1	1	-	1	-	*
100%	100%	-%	100%	-%	100%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?

Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	11	-	-	-	-	-	-	1	1	1	-	2	6	3
Weighted total	8	-	-	-	-	-	-	3	2	1	-	1	1	6
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	-	-	-	1	-	*	*	1
	26%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	51%	10%	26%
Fairly Satisfied	3	-	-	-	-	-	-	3	-	-	-	-	1	3
	40%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	43%	46%
Very Satisfied	3	-	-	-	-	-	-	2	-	-	-	*	1	2
	34%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	49%	47%	28%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	-	-	-	-	-	3	2	-	-	*	1	4
	74%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	49%	90%	74%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 88 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?

Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	1	2	1	-	4	-	3	7	3	1	-	4	3	8
Weighted total	8	2	*	*	-	1	-	4	7	*	*	-	*	4	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	1	-	1	2	*	-	-	*	1	1
	26%	-%	-%	-%	-%	38%	-%	35%	26%	37%	-%	-%	27%	33%	16%
Fairly Satisfied	3	-	*	-	-	*	-	3	3	*	-	-	*	3	1
	40%	-%	46%	-%	-%	33%	-%	62%	42%	32%	-%	-%	23%	58%	18%
Very Satisfied	3	2	*	*	-	*	-	*	2	*	*	-	*	*	2
	34%	100%	54%	100%	-%	28%	-%	3%	33%	32%	100%	-%	50%	9%	66%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	*	*	-	1	-	3	5	*	*	-	*	3	3
	74%	100%	100%	100%	-%	62%	-%	65%	74%	63%	100%	-%	73%	67%	84%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?

Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	4	2	-	1	6	5	1	5	5	4	2	-	3	1	-	-
Weighted total	8	5	1	-	*	6	2	3	3	2	5	1	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	*	-	-	-	2	*	-	2	*	1	*	-	*	-	-	-
	26%	8%	-%	-%	-%	33%	6%	-%	59%	6%	30%	47%	-%	37%	-%	-%	-%
Fairly Satisfied	3	3	*	-	-	3	*	3	*	*	3	*	-	*	-	-	-
	40%	52%	81%	-%	-%	53%	6%	100%	15%	6%	53%	53%	-%	32%	-%	-%	-%
Very Satisfied	3	2	*	-	*	1	2	-	1	2	1	-	-	*	*	-	-
	34%	40%	19%	-%	100%	14%	88%	-%	26%	88%	17%	-%	-%	32%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	1	-	*	4	2	3	1	2	3	*	-	*	*	-	-
	74%	92%	100%	-%	100%	67%	94%	100%	41%	94%	70%	53%	-%	63%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?

Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	11	8	2	1	-	-	7	4	5	6	-	8	3
Weighted total	8	6	1	2	-	-	5	3	3	5	-	5	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	1	1	-	-	-	2	*	2	*	-	2	*
	26%	26%	100%	-%	-%	-%	32%	14%	61%	8%	-%	29%	17%
Fairly Satisfied	3	3	-	-	-	-	3	*	*	3	-	3	-
	40%	56%	-%	-%	-%	-%	54%	17%	18%	51%	-%	58%	-%
Very Satisfied	3	1	-	2	-	-	1	2	1	2	-	1	2
	34%	19%	-%	100%	-%	-%	13%	69%	21%	40%	-%	12%	83%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	-	2	-	-	3	2	1	5	-	4	2
	74%	74%	-%	100%	-%	-%	68%	86%	39%	92%	-%	71%	83%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?

Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	11	5	3	3	9	7	10	11	6	7	9	10	-	1	5	10	4
Weighted total	8	5	1	2	4	4	6	8	2	5	6	8	-	*	3	6	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	1	1	-	2	1	2	2	2	*	2	2	-	-	*	2	-
	26%	31%	54%	-%	55%	13%	32%	26%	85%	3%	35%	26%	-%	-%	15%	32%	-%
Fairly Satisfied	3	3	*	-	1	3	3	3	*	3	3	3	-	-	*	3	*
	40%	57%	46%	-%	16%	74%	51%	40%	5%	50%	54%	41%	-%	-%	18%	51%	15%
Very Satisfied	3	1	-	2	1	1	1	3	*	2	1	2	-	*	2	1	1
	34%	12%	-%	100%	29%	13%	17%	34%	11%	47%	11%	33%	-%	100%	67%	17%	85%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	*	2	2	4	4	6	*	5	4	6	-	*	2	4	1
	74%	69%	46%	100%	45%	87%	68%	74%	15%	97%	65%	74%	-%	100%	85%	68%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?

Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	11	6	7	2	-	6	11	9	11	11	11	-	8	11	5	2	9	-
Weighted total	8	5	3	1	-	5	8	5	8	8	8	-	6	8	3	1	7	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	*	2	-	*	2	-
	26%	33%	56%	-%	-%	33%	26%	41%	26%	26%	26%	-%	7%	26%	-%	76%	22%	-%
Fairly Satisfied	3	3	1	-	-	3	3	1	3	3	3	-	3	3	3	-	3	-
	40%	53%	21%	-%	-%	65%	40%	12%	40%	40%	40%	-%	47%	40%	93%	-%	43%	-%
Very Satisfied	3	1	1	1	-	*	3	2	3	3	3	-	3	3	*	*	2	-
	34%	14%	23%	100%	-%	2%	34%	46%	34%	34%	34%	-%	46%	34%	7%	24%	35%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	1	1	-	3	6	3	6	6	6	-	5	6	3	*	6	-
	74%	67%	44%	100%	-%	67%	74%	59%	74%	74%	74%	-%	93%	74%	100%	24%	78%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?

Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	3	1	7	9	2	11	-	7	-	1	7	2	9
Weighted total	8	2	*	5	7	1	8	-	5	-	3	3	4	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	*	-	2	2	*	2	-	2	-	-	2	-	2
	26%	20%	-%	30%	26%	25%	26%	-%	32%	-%	-%	56%	-%	55%
Fairly Satisfied	3	*	-	3	3	-	3	-	3	-	3	1	3	1
	40%	5%	-%	57%	43%	-%	40%	-%	63%	-%	100%	21%	62%	16%
Very Satisfied	3	2	*	1	2	*	3	-	*	-	-	1	2	1
	34%	75%	100%	12%	31%	75%	34%	-%	5%	-%	-%	23%	38%	29%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	*	4	5	*	6	-	3	-	3	1	4	2
	74%	80%	100%	70%	74%	75%	74%	-%	68%	-%	100%	44%	100%	45%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from DPD?

Base: All who use DPD and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	^a	^b	^a	^b	^c	^d
11	8	-	2	5	3	1
8	6	-	*	6	1	*
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
2	-	-	-	1	1	-
26%	-%	-%	-%	23%	80%	-%
3	3	-	*	3	-	*
40%	54%	-%	50%	40%	-%	100%
3	3	-	*	2	*	-
34%	46%	-%	50%	37%	20%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
6	6	-	*	5	*	*
74%	100%	-%	100%	77%	20%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?

Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	1	-	-	-	-	-	-	-	-	1	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

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Table 89 (continuation)

Page 905

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?

Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
Weighted total	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	-	-	-	*	-	-	-	-	*	-
	100%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 89 (continuation)

Page 906

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?

Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	-	-	1	-	1	-	-	-	-	1	-	-	-
Weighted total	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	*	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

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Table 89 (continuation)

Page 907

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?

Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1						1		1			1
Weighted total	*						*		*			*
Very Dissatisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*						*		*			*
	100%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*						*		*			*
	100%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?

Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1	1	-	-	1	1	1	-	1	-	1	-	-	-	-	1	-
Weighted total	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	*	*	-	*	-	*	-	-	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	-%	100%	-%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 89 (continuation)

Page 909

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?

Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1	-	-	-	-	1	1	1	1	1	-	1	1	-	1	-	-
Weighted total	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 89 (continuation)

Page 910

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?

Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%														
Unweighted total	1	-	-	1	1	-	1	-	-	-	-	-	-	1
Weighted total	*	-	-	*	*	-	*	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	100%	-%	-%	100%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	*	-	*	-	-	-	-	-	-	*
	100%	-%	-%	100%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Neo Post?

Base: All who use Neo Post and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	*a	*b	*a	*b	*c
1	1	-	-	-	1
*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	*
100%	100%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*
100%	100%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	3	-	-	-	-	-	-	-	-	-	-	-	3	-
	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	48%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	48%	-%
	1	-	-	-	-	-	-	-	-	-	-	-	1	-
	52%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	52%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
1	-	-	-	-	-	-	-	-	-	-	-	1	-	
100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 90 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
3	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	-	1	-	-	1	-	1	2	1	-	-	1	2	1
Weighted total	1	*	-	-	*	-	*	1	*	-	-	*	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	-	-	*	-	-	-	-	-	*
48%	-%	100%	-%	-%	-%	-%	-%	54%	-%	-%	-%	-%	-%	100%
Very Satisfied	1	-	-	-	*	-	*	*	*	-	-	*	1	-
52%	-%	-%	-%	-%	100%	-%	100%	46%	100%	-%	-%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	*	-	*	1	*	-	-	*	1	*
100%	-%	100%	-%	-%	100%	-%	100%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	3	-	-	2	-	3	-	-	3	-	2	1	-	-	-	-
Weighted total	1	-	-	1	-	1	-	-	1	-	1	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	*	-	*	-	-	*	-	*	-	-	-	-	-
	48%	-%	-%	81%	-%	48%	-%	-%	48%	-%	54%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	*	-	1	-	-	1	-	*	*	-	-	-	-
	52%	-%	-%	19%	-%	52%	-%	-%	52%	-%	46%	100%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	-	1	-	-	1	-	1	*	-	-	-	-
	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	100%	100%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

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Table 90 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	3	1	-	2	-	-	2	1	1	2	-	2	1
Weighted total	1	*	-	1	-	-	1	*	*	1	-	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	*	-	-	-	*	-	*	-	-	*
	48%	-%	-%	81%	-%	-%	-%	100%	-%	81%	-%	-%	100%
Very Satisfied	1	*	-	*	-	-	1	-	*	*	-	1	-
	52%	100%	-%	19%	-%	-%	100%	-%	100%	19%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	1	-	-	1	*	*	1	-	1	*
	100%	100%	-%	100%	-%	-%	100%	100%	100%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	1	1	1	2	3	3	3	1	3	2	3	-	-	1	3	3
Weighted total	1	*	*	*	1	1	1	1	*	1	1	1	-	-	*	1	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	48%	100%	-%	-%	81%	48%	48%	48%	-%	48%	-%	48%	-%	-%	100%	48%	48%
Very Satisfied	1	-	*	*	*	1	1	1	*	1	1	1	-	-	-	1	1
	52%	-%	100%	100%	19%	52%	52%	52%	100%	52%	100%	52%	-%	-%	-%	52%	52%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	*	1	1	1	1	*	1	1	1	-	-	*	1	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 90 (continuation)

Page 917

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	3	2	2	-	-	2	3	3	3	3	3	-	2	3	2	1	1	1
Weighted total	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	48%	-%	-%	-%	-%	-%	48%	48%	48%	48%	48%	-%	54%	48%	81%	100%	-%	-%
Very Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	*	1	*	-	*	*
	52%	100%	100%	-%	-%	100%	52%	52%	52%	52%	52%	-%	46%	52%	19%	-%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	*	*	*
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 90 (continuation)

Page 918

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	1	2	-	3	-	3	-	2	-	1	1	1	2
Weighted total	1	*	1	-	1	-	1	-	1	-	*	*	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	48%	-%	54%	-%	48%	-%	48%	-%	-%	-%	-%	-%	-%	54%
Very Satisfied	1	*	*	-	1	-	1	-	1	-	*	*	*	*
	52%	100%	46%	-%	52%	-%	52%	-%	100%	-%	100%	100%	100%	46%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	1	-	1	-	1	-	1	-	*	*	*	1
	100%	100%	100%	-%	100%	-%	100%	-%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Fastway Couriers?

Base: All who use Fastway Couriers and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	*a	*b	*a	*b	*c
3	3	-	-	1	2
1	1	-	-	*	1
	-	-	-	-	-
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
	-	-	-	-	-
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
	-	-	-	-	-
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
	*	-	-	-	*
*	*	-	-	-	*
48%	48%	-%	-%	-%	81%
	1	-	-	*	*
1	1	-	-	*	*
52%	52%	-%	-%	100%	19%
	-	-	-	-	-
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
	1	-	-	*	1
1	1	-	-	*	1
100%	100%	-%	-%	100%	100%
	-	-	-	-	-
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?

Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	4	-	-	-	-	1	1	-	1	-	-	1	-	3
Weighted total	6	-	-	-	-	1	2	-	2	-	-	*	-	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	-	2	-	-	*	-	2
	34%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	29%
Very Satisfied	4	-	-	-	-	1	2	-	-	-	-	-	-	4
	66%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	71%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	-	-	-	1	2	-	2	-	-	*	-	5
	100%	-%	-%	-%	-%	100%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 91 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?

Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	4	-	1	-	1	1	-	1	4	-	-	-	-	1	3
Weighted total	6	-	2	-	2	1	-	*	6	-	-	-	-	2	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	2	-	-	-	-	*	2	-	-	-	-	2	*
	34%	-%	100%	-%	-%	-%	-%	100%	34%	-%	-%	-%	-%	100%	11%
Very Satisfied	4	-	-	-	2	1	-	-	4	-	-	-	-	-	4
	66%	-%	-%	-%	100%	100%	-%	-%	66%	-%	-%	-%	-%	-%	89%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	2	-	2	1	-	*	6	-	-	-	-	2	4
	100%	-%	100%	-%	100%	100%	-%	100%	100%	-%	-%	-%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 91 (continuation)

Page 922

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?

Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	4	2	-	-	-	4	-	4	-	2	-	-	-	-	-	-
Weighted total	6	3	-	-	-	6	-	6	-	4	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	-	-	2	-	2	-	-	-	-	-	-	-	-
	34%	16%	-%	-%	-%	34%	-%	34%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	4	2	-	-	-	4	-	4	-	4	-	-	-	-	-	-
	66%	84%	-%	-%	-%	66%	-%	66%	-%	100%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	-	-	-	6	-	6	-	4	-	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 91 (continuation)

Page 923

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?

Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	4	3	1	-	-	-	2	2	1	3	-	3	1
Weighted total	6	4	1	-	-	-	4	2	1	4	-	4	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	-	-	-	2	-	2	-	*	2
	34%	45%	-%	-%	-%	-%	-%	100%	-%	45%	-%	11%	100%
Very Satisfied	4	2	1	-	-	-	4	-	1	2	-	4	-
	66%	55%	100%	-%	-%	-%	100%	-%	100%	55%	-%	89%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	1	-	-	-	4	2	1	4	-	4	2
	100%	100%	100%	-%	-%	-%	100%	100%	100%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?

Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	4	-	1	3	2	3	3	4	1	3	2	3	-	1	4	3	2
Weighted total	6	-	2	3	4	5	5	6	1	3	4	3	-	2	6	4	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	2	2	2	2	2	-	2	-	2	-	-	2	*	2
	34%	-%	-%	58%	39%	29%	29%	34%	-%	58%	-%	58%	-%	-%	34%	11%	100%
Very Satisfied	4	-	2	1	2	4	4	4	1	1	4	1	-	2	4	4	-
	66%	-%	100%	42%	61%	71%	71%	66%	100%	42%	100%	42%	-%	100%	66%	89%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	2	3	4	5	5	6	1	3	4	3	-	2	6	4	2
	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 91 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?

Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	4	3	1	-	-	3	3	3	3	4	4	-	1	4	1	1	2	1
Weighted total	6	4	2	-	-	4	4	4	4	6	6	-	*	6	*	1	2	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	-	-	*	*	*	*	2	2	-	*	2	*	-	2	-
	34%	11%	-%	-%	-%	11%	11%	11%	11%	34%	34%	-%	100%	34%	100%	-%	100%	-%
Very Satisfied	4	4	2	-	-	4	4	4	4	4	4	-	-	4	-	1	-	2
	66%	89%	100%	-%	-%	89%	89%	89%	89%	66%	66%	-%	-%	66%	-%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	2	-	-	4	4	4	4	6	6	-	*	6	*	1	2	2
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?

Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	4	3	1	-	3	1	4	-	3	-	-	3	1	3
Weighted total	6	4	1	-	5	*	6	-	4	-	-	4	*	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	2	*	2	-	*	-	-	*	*	2
	34%	45%	-%	-%	29%	100%	34%	-%	11%	-%	-%	11%	100%	29%
Very Satisfied	4	2	1	-	4	-	4	-	4	-	-	4	-	4
	66%	55%	100%	-%	71%	-%	66%	-%	89%	-%	-%	89%	-%	71%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	1	-	5	*	6	-	4	-	-	4	*	5
	100%	100%	100%	-%	100%	100%	100%	-%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Parcels to go?

Base: All who use Parcels to go and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b

TOTAL	Satisfaction with other main provider		Quarter	
	Satisfied	Dissatisfied	Q2 2014	Q3 2014
	*a	*b	*a	*b
4	4	-	2	2
6	6	-	3	3
-	-	-	-	-
-%	-%	-%	-%	-%
-	-	-	-	-
-%	-%	-%	-%	-%
-	-	-	-	-
-%	-%	-%	-%	-%
2	2	-	*	2
34%	34%	-%	16%	52%
4	4	-	2	1
66%	66%	-%	84%	48%
-	-	-	-	-
-%	-%	-%	-%	-%
6	6	-	3	3
100%	100%	-%	100%	100%
-	-	-	-	-
-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?

Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	1	-	-	-	-	-	-	-	-	1	-	-	-	
Weighted total	*	-	-	-	-	-	-	-	-	*	-	-	-	
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Very Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	
	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	
	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 92 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?

Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	-	-	-	1	-	1	-	-	1	-	1
Weighted total	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?

Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																
Unweighted total	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1	-
Weighted total	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?

Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%													
Unweighted total	1	1	-	-	-	-	1	-	1	-	-	1	-
Weighted total	*	*	-	-	-	-	*	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?

Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1	-	-	1	1	1	1	1	-	-	1	-	-	1	-	1	-
Weighted total	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 92 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?

Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
Weighted total	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	*	*	*	*	*	*	-	*	*	-	-	*	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	*	*	*	*	-	*	*	-	-	*	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?

Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%														
Unweighted total	1	-	-	1	1	-	1	-	1	-	-	1	-	1
Weighted total	*	-	-	*	*	-	*	-	*	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	100%	-%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	100%	-%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Legal Post?

Base: All who use Legal Post and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
1	1	-	-	-	1
*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	*
100%	100%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*
100%	100%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?

Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	-	1	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 93 (continuation)

Page 937

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?

Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
Weighted total	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 93 (continuation)

Page 938

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?

Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	-	-	1	-	1	-	-	1	-	1	-	-	-	-	-
Weighted total	*	-	-	*	-	*	-	-	*	-	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	*	-	-	*	-	*	-	-	-	-	-
	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	*	-	-	*	-	*	-	-	-	-	-
	100%	-%	-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?

Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1	1	1	1	1	1	1	1	1	1	1	1
Weighted total	*	*	*	*	*	*	*	*	*	*	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	*	*	*	*	*	*	*	*	*	*
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	*	*	*	*	*	*
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?

Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1	1	-	-	1	1	1	1	-	1	-	1	-	-	-	1	1
Weighted total	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
	100%	100%	-%	-%	100%	100%	100%	100%	-%	100%	-%	100%	-%	-%	-%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	-	*	*
	100%	100%	-%	-%	100%	100%	100%	100%	-%	100%	-%	100%	-%	-%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 93 (continuation)

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QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?

Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1	1			1	1	1	1	1	1	-	1	1	1		1	
Weighted total	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 93 (continuation)

Page 942

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?

Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%														
Unweighted total	1	1	-	-	-	1	1	-	1	-	1	-	-	1
Weighted total	*	*	-	-	-	*	*	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	*	-	*	-	*	-	-	*
	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	*	-	*	-	*	-	-	*
	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Collect Plus?

Base: All who use Collect Plus and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b

	Satisfaction with other main provider		Quarter	
	Satisfied	Dissatisfied	Q2 2014	Q3 2014
	*a	*b	*a	*b
1	1	-	-	1
*	*	-	-	*
	-	-	-	-
-	-	-	-	-
-%	-%	-%	-%	-%
	-	-	-	-
-	-	-	-	-
-%	-%	-%	-%	-%
	-	-	-	-
-	-	-	-	-
-%	-%	-%	-%	-%
	*	-	-	*
*	*	-	-	*
100%	100%	-%	-%	100%
	-	-	-	-
-	-	-	-	-
-%	-%	-%	-%	-%
	*	-	-	*
100%	100%	-%	-%	100%
	-	-	-	-
-	-	-	-	-
-%	-%	-%	-%	-%

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?

Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	1	-	-	1	-	-	-	-	-	-	-	-	-	1
Weighted total	*	-	-	*	-	-	-	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	100%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?

Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	-	-	1	-	-	-	1	-	1	1	-
Weighted total	*	-	-	-	-	-	*	-	-	-	*	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	*	*	-
	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	*	-	-	-	*	-	*	*	-
	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 94 (continuation)

Page 946

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?

Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%	1	*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	-	-	-	-	-	1	-	-	1	-	1	-	-	-	-	-
Weighted total	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 94 (continuation)

Page 947

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?

Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	-	-	-	-	1	-	-	1	-	1	-
Weighted total	*	-	-	-	-	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	-	*	-	-	*	-	*	-
	100%	100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	*	-
	100%	100%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?

Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1	-	1	-	1	1	1	1	1	-	1	-	-	1	-	1	-
Weighted total	*	-	*	-	*	*	*	*	*	-	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	*	-	*	*	*	*	*	-	*	-	-	*	-	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	-%	-%	100%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	*	*	*	*	*	-	*	-	-	*	-	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	-%	-%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?

Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	-	-
Weighted total	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	-	-
	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	-	-
	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?

Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%														
Unweighted total	1	-	-	1	-	1	1	-	1	-	-	1	-	1
Weighted total	*	-	-	*	-	*	*	-	*	-	-	*	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	100%	-%	-%	100%	-%	100%	100%	-%	100%	-%	-%	100%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	*	*	-	*	-	-	*	-	*
	100%	-%	-%	100%	-%	100%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP1a. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from Interparcel?

Base: All who use Interparcel and consider it to be their main provider in addition to or other than Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
1	1	-	-	-	1
*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	-	*
100%	100%	-%	-%	-%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*
100%	100%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?

Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m
Unweighted total	279	21	30	18	18	20	27	21	23	12	20	33	36	190
Weighted total	276	21	30	31	11	19	55	37	28	13	7	11	12	247
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	7	2	-	-	-	3	2	-	-	-	*	-	-	7
	3%	8%	-%	-%	-%	13%	4%	-%	-%	-%	6%	-%	-%	3%
Neither Satisfied Nor Dissatisfied	23	*	3	5	*	1	7	-	2	2	1	1	1	21
	8%	2%	11%	15%	2%	6%	14%	-%	6%	13%	9%	8%	6%	8%
Fairly Satisfied	129	10	10	15	5	5	29	28	13	3	2	4	5	118
	47%	48%	32%	49%	46%	25%	52%	77%	47%	20%	29%	34%	45%	48%
Very Satisfied	116	9	17	11	6	11	17	9	13	9	4	6	5	101
	42%	42%	57%	35%	52%	55%	30%	23%	47%	67%	55%	59%	46%	41%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	*	-	-	-	*	*
	*%	-%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	3%	*%
													m	
NET: Satisfied	246	19	27	27	11	16	45	37	26	11	6	10	11	219
	89%	91%	89%	85%	98%	80%	82%	100%	93%	87%	85%	92%	91%	89%
NET: Dissatisfied	7	2	-	-	-	3	2	-	-	-	*	-	-	7
	3%	8%	-%	-%	-%	13%	4%	-%	-%	-%	6%	-%	-%	3%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?

Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	279	11	64	7	15	88	11	74	187	64	23	5	92	146	133
Weighted total	276	16	57	6	15	92	11	73	261	11	4	1	16	142	134
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	7	-	3	-	-	-	-	3	7	-	-	-	-	4	3
	3%	-%	5%	-%	-%	-%	-%	4%	3%	-%	-%	-%	-%	3%	2%
			e												
Neither Satisfied Nor Dissatisfied	23	-	5	2	*	5	-	10	22	1	1	-	1	16	7
	8%	-%	10%	26%	3%	5%	-%	14%	8%	8%	13%	-%	9%	11%	5%
Fairly Satisfied	129	10	25	3	5	49	3	31	122	5	2	*	7	59	71
	47%	63%	44%	54%	34%	53%	26%	42%	47%	47%	47%	44%	47%	41%	53%
Very Satisfied	116	6	23	1	10	37	8	29	110	5	2	*	7	63	53
	42%	37%	41%	20%	64%	41%	74%	40%	42%	44%	40%	56%	44%	44%	40%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-	-	*	*	-	-	*	*	*
	*%	-%	-%	-%	-%	1%	-%	-%	*%	2%	-%	-%	1%	*%	*%
NET: Satisfied	246	16	49	5	15	87	11	60	232	10	4	1	14	122	124
	89%	100%	85%	74%	97%	94%	100%	82%	89%	91%	87%	100%	90%	86%	93%
						g									
NET: Dissatisfied	7	-	3	-	-	-	-	3	7	-	-	-	-	4	3
	3%	-%	5%	-%	-%	-%	-%	4%	3%	-%	-%	-%	-%	3%	2%
			e												

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 95 (continuation)

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QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?

Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	7	2	*	-	-	3	4	-	3	4	-	3	4	-	-	*	-
	3%	2%	3%	-%	-%	2%	3%	-%	2%	3%	-%	6%	12%	-%	-%	6%	-%
									a			a	ad				
Neither Satisfied Nor Dissatisfied	23	15	3	2	1	20	3	3	17	3	7	8	3	5	-	*	-
	8%	10%	19%	11%	15%	13%	3%	12%	13%	3%	5%	15%	10%	19%	-%	2%	-%
						b			c			a		a			
Fairly Satisfied	129	67	7	12	2	66	63	12	54	63	57	20	16	10	11	6	-
	47%	46%	53%	67%	56%	42%	53%	51%	41%	53%	45%	37%	51%	38%	79%	68%	-%
Very Satisfied	116	62	3	4	1	67	49	8	59	49	63	22	8	12	3	2	-
	42%	43%	22%	22%	25%	43%	41%	37%	44%	41%	49%	41%	27%	44%	21%	22%	-%
											c						
Don't Know (DO NOT READ OUT)	1	-	*	-	*	-	1	-	-	1	-	*	-	-	-	*	-
	*%	-%	3%	-%	4%	-%	*%	-%	-%	*%	-%	1%	-%	-%	-%	2%	-%
NET: Satisfied	246	129	10	16	3	133	113	20	113	113	120	41	24	22	13	7	-
	89%	88%	75%	89%	81%	85%	93%	88%	85%	93%	95%	79%	78%	81%	100%	90%	-%
						a				b	bcd						
NET: Dissatisfied	7	2	*	-	-	3	4	-	3	4	-	3	4	-	-	*	-
	3%	2%	3%	-%	-%	2%	3%	-%	2%	3%	-%	6%	12%	-%	-%	6%	-%
												a	ad				

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 95 (continuation)

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QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?

Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	279	157	34	27	21	20	176	102	134	144	-	251	27
Weighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	7	3	*	2	-	1	3	4	3	4	-	7	-
	3%	2%	2%	10%	-%	6%	2%	4%	2%	3%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	23	18	3	-	-	*	19	4	15	8	-	22	*
	8%	11%	12%	-%	-%	2%	11%	4%	11%	6%	-%	9%	2%
Fairly Satisfied	129	81	9	6	12	11	89	39	76	52	-	118	10
	47%	50%	36%	27%	51%	54%	51%	39%	54%	39%	-%	47%	38%
Very Satisfied	116	61	12	15	11	8	63	53	45	72	-	101	15
	42%	37%	49%	63%	48%	37%	36%	53%	32%	53%	-%	41%	61%
							a			a			
Don't Know (DO NOT READ OUT)	1	*	-	-	*	-	*	*	1	-	-	1	-
	*%	*%	-%	-%	1%	-%	*%	*%	*%	-%	-%	*%	-%
NET: Satisfied	246	141	21	21	23	18	152	92	120	124	-	219	25
	89%	87%	86%	90%	99%	92%	87%	92%	86%	91%	-%	88%	98%
NET: Dissatisfied	7	3	*	2	-	1	3	4	3	4	-	7	-
	3%	2%	2%	10%	-%	6%	2%	4%	2%	3%	-%	3%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?

Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	7	-	4	3	7	6	7	7	*	5	7	5	-	2	5	7	3
	3%	-%	8%	3%	3%	3%	3%	3%	1%	4%	4%	3%	-%	3%	3%	3%	6%
			a														
Neither Satisfied Nor Dissatisfied	23	17	2	3	21	16	23	16	9	9	16	12	-	10	8	23	1
	8%	14%	4%	3%	9%	9%	9%	7%	10%	7%	9%	6%	-%	16%	6%	9%	1%
		bc												a		c	
Fairly Satisfied	129	49	34	47	108	84	114	104	47	61	88	96	1	22	57	118	20
	47%	41%	60%	47%	48%	45%	47%	46%	52%	47%	48%	51%	15%	37%	40%	48%	38%
			a									c					
Very Satisfied	116	54	16	46	89	81	98	97	34	53	72	75	4	27	73	98	29
	42%	45%	28%	46%	39%	43%	40%	43%	38%	41%	39%	40%	85%	44%	51%	40%	56%
		b		b											b		b
Don't Know (DO NOT READ OUT)	1	-	-	1	1	1	1	1	*	*	1	1	-	-	1	1	-
	*%	-%	-%	1%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%
NET: Satisfied	246	103	50	93	198	165	212	201	81	114	160	170	5	49	130	215	49
	89%	86%	88%	94%	87%	88%	87%	89%	90%	88%	87%	91%	100%	81%	90%	88%	93%
												c					
NET: Dissatisfied	7	-	4	3	7	6	7	7	*	5	7	5	-	2	5	7	3
	3%	-%	8%	3%	3%	3%	3%	3%	1%	4%	4%	3%	-%	3%	3%	3%	6%
			a														

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?

Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	7	4	6	*	-	7	7	7	7	7	7	-	3	7	2	2	5	-
	3%	2%	4%	1%	-%	3%	3%	3%	3%	3%	3%	-%	2%	3%	2%	2%	3%	-%
Neither Satisfied Nor Dissatisfied	23	19	15	7	4	11	23	23	23	18	23	-	16	23	7	8	13	3
	8%	10%	9%	19%	39%	6%	8%	10%	8%	7%	8%	-%	9%	8%	9%	9%	8%	9%
Fairly Satisfied	129	89	75	11	3	102	128	110	128	124	129	-	81	129	39	42	74	12
	47%	48%	48%	31%	26%	51%	47%	46%	47%	49%	47%	-%	44%	47%	51%	48%	47%	42%
Very Satisfied	116	74	59	18	4	78	116	97	116	104	115	-	83	114	29	36	65	15
	42%	39%	38%	49%	35%	39%	42%	41%	42%	41%	42%	-%	45%	42%	38%	41%	41%	50%
Don't Know (DO NOT READ OUT)	1	1	1	-	-	1	1	1	1	1	1	-	*	1	-	*	*	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	*%	-%
NET: Satisfied	246	163	134	29	7	180	244	206	244	228	244	-	165	243	68	79	140	27
	89%	87%	86%	80%	61%	91%	89%	87%	89%	90%	89%	-%	89%	89%	88%	89%	89%	91%
NET: Dissatisfied	7	4	6	*	-	7	7	7	7	7	7	-	3	7	2	2	5	-
	3%	2%	4%	1%	-%	3%	3%	3%	3%	3%	3%	-%	2%	3%	2%	2%	3%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?

Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	7	3	2	2	3	4	7	-	6	-	3	4	7	-
3%	3%	4%	6%	1%	2%	4%	3%	-%	3%	-%	4%	2%	14%	-%
			c										b	
Neither Satisfied Nor Dissatisfied	23	4	7	12	20	3	21	2	12	*	5	17	9	14
8%	8%	4%	19%	8%	11%	3%	8%	21%	7%	3%	7%	10%	18%	6%
			ac		b								b	
Fairly Satisfied	129	39	15	73	80	49	127	2	94	4	35	84	26	104
47%	47%	46%	39%	48%	44%	51%	47%	28%	52%	27%	47%	47%	50%	46%
Very Satisfied	116	38	14	64	77	39	113	4	67	10	31	71	9	107
42%	42%	46%	35%	42%	43%	41%	42%	51%	38%	70%	42%	40%	18%	48%
													a	
Don't Know (DO NOT READ OUT)	1	-	*	*	*	*	1	-	1	-	-	1	-	1
*%	*%	-%	*%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	*%
NET: Satisfied	246	77	28	138	157	89	240	6	161	14	65	154	35	211
89%	89%	92%	75%	91%	87%	92%	89%	79%	90%	97%	89%	87%	68%	94%
		b		b									a	
NET: Dissatisfied	7	3	2	2	3	4	7	-	6	-	3	4	7	-
3%	3%	4%	6%	1%	2%	4%	3%	-%	3%	-%	4%	2%	14%	-%
			c										b	

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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QOP1a. ALL PROVIDERS OTHER THAN RM. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5C provider]?

Base: All who use [QV5C provider] and consider it to be their main provider in addition to or other than Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	*b	a	b	c	d
Unweighted total	279	249	5	66	65	63	85
Weighted total	276	246	7	68	76	60	73
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	7	-	7	2	-	3	2
	3%	-%	100%	3%	-%	5%	3%
Neither Satisfied Nor Dissatisfied	23	-	-	5	9	3	6
	8%	-%	-%	8%	11%	6%	8%
Fairly Satisfied	129	129	-	31	33	27	39
	47%	53%	-%	45%	43%	46%	53%
Very Satisfied	116	116	-	30	35	25	26
	42%	47%	-%	44%	46%	42%	36%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	1	-
	*%	-%	-%	-%	-%	1%	-%
NET: Satisfied	246	246	-	61	67	53	65
	89%	100%	-%	90%	89%	89%	89%
NET: Dissatisfied	7	-	7	2	-	3	2
	3%	-%	100%	3%	-%	5%	3%

Columns Tested: a,b - a,b,c,d

QOP1a. SUMMARY. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5c provider]?

Base: All respondents who use Royal Mail

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	City Link Post	DX	Pitney Bowes	Interlink / Interlink Express / Direct	APC	Local Courier	DPD	Neo Post	Fastway Couriers
Unweighted total	25	32	9	25	7	39	24	17	7	12	5	11	8	2	11	1	3
Weighted total	27	19	13	32	5	47	31	15	4	9	4	8	8	1	8	*	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	1	*	2	2	-	-	-	-	1	-	-	-	-	-	-	-	-
	5%	2%	13%	7%	-%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	3	*	*	*	-	5	3	2	-	1	-	*	*	-	2	-	-
	11%	1%	1%	1%	-%	10%	8%	10%	-%	15%	-%	2%	1%	-%	26%	-%	-%
Fairly Satisfied	15	8	7	17	2	29	11	6	2	4	1	6	-	-	3	-	*
	58%	44%	51%	54%	37%	61%	36%	39%	54%	43%	18%	73%	-	-	40%	-%	48%
Very Satisfied	7	10	4	12	3	14	17	8	*	4	4	2	7	1	3	*	1
	25%	52%	35%	38%	63%	29%	56%	51%	10%	42%	82%	25%	99%	100%	34%	100%	52%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	22	18	11	30	5	43	28	14	3	7	4	8	7	1	6	*	1
	83%	96%	86%	92%	100%	90%	92%	90%	64%	85%	100%	98%	99%	100%	74%	100%	100%
NET: Dissatisfied	1	*	2	2	-	-	-	-	1	-	-	-	-	-	-	-	-
	5%	2%	13%	7%	-%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	-%	-%

QOP1a. SUMMARY. Thinking generally about the service you receive as a whole as a sender and recipient of mail, how would you rate the quality of the services you receive from [QV5c provider]?

Base: All respondents who use Royal Mail

	Parcels to go	Legal Post	Collect Plus	Interparcel	Other answers
Significance Level: 95%	*a	*b	*c	*d	e
Unweighted total	4	1	1	1	34
Weighted total	6	*	*	*	36
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	7
	-%	-%	-%	-%	19%
Fairly Satisfied	2	-	-	-	16
	34%	-%	-%	-%	43%
Very Satisfied	4	*	*	*	14
	66%	100%	100%	100%	39%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
	-%	-%	-%	-%	-%
NET: Satisfied	6	*	*	*	30
	100%	100%	100%	100%	81%
NET: Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e					

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m
Unweighted total	279	21	30	18	18	20	27	21	23	12	20	33	36	190
Weighted total	276	21	30	31	11	19	55	37	28	13	7	11	12	247
Very Dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	1	-	-	-	-	*	-	-	1
	1%	-%	-%	-%	-%	7%	-%	-%	-%	-%	6%	-%	-%	1%
Neither Satisfied Nor Dissatisfied	24	2	5	2	*	1	8	*	4	*	*	*	1	22
	9%	9%	15%	8%	2%	8%	14%	*%	13%	1%	6%	4%	5%	9%
Fairly Satisfied	111	13	6	16	2	6	21	20	11	4	3	4	4	100
	40%	62%	21%	51%	20%	31%	38%	54%	41%	33%	39%	33%	36%	41% b
Very Satisfied	101	5	14	10	9	8	14	12	8	7	3	6	6	87
	37%	22%	46%	33%	78%	42%	25%	32%	28%	55%	36%	53%	53% m	35%
Don't Know (DO NOT READ OUT)	39	2	5	2	-	3	13	5	5	1	1	1	1	36
	14%	8%	17%	8%	-%	13%	24%	13%	18%	11%	7%	10%	5%	15%
NET: Satisfied	212	18	20	27	11	14	35	32	19	11	5	9	11	187
	77%	84%	67%	85%	98%	73%	63%	86%	69%	87%	75%	86%	89% b	76%
NET: Dissatisfied	2	-	-	-	-	1	-	-	-	-	1	-	-	1
	1%	-%	-%	-%	-%	7%	-%	-%	-%	-%	12%	-%	-%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 97 (continuation)

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	279	11	64	7	15	88	11	74	187	64	23	5	92	146	133
Weighted total	276	16	57	6	15	92	11	73	261	11	4	1	16	142	134
Very Dissatisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Fairly Dissatisfied	2	-	*	-	-	-	-	1	2	-	-	-	-	-	2
	1%	-%	1%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	-%	1%
Neither Satisfied Nor Dissatisfied	24	2	7	-	-	6	-	9	22	1	1	*	2	16	8
	9%	10%	12%	-%	-%	6%	-%	12%	8%	7%	19%	23%	11%	11%	6%
Fairly Satisfied	111	4	21	2	7	37	2	32	105	4	2	*	6	60	51
	40%	26%	36%	36%	50%	40%	23%	44%	40%	38%	40%	42%	39%	42%	38%
Very Satisfied	101	10	12	1	7	38	7	26	95	5	1	*	6	50	51
	37%	64%	21%	13%	49%	41% b	63%	35%	37%	42%	20%	35%	36%	35%	38%
Don't Know (DO NOT READ OUT)	39	-	17	3	*	12	2	5	36	1	1	-	2	16	23
	14%	-%	29% eg	52%	1%	13%	15%	7%	14%	12%	21%	-%	14%	11%	17%
NET: Satisfied	212	14	32	3	15	75	9	58	200	9	3	1	12	110	102
	77%	90%	57%	48%	99%	81% b	85%	79% b	77%	81%	61%	77%	75%	77%	76%
NET: Dissatisfied	2	-	1	-	-	-	-	1	2	-	-	-	-	*	2
	1%	-%	2%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	*%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Very Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	3%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	6%	-%
Fairly Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	1	*	-	-	-	-
	1%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	2%	1%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	24	17	-	2	*	18	6	4	14	6	8	4	5	5	-	*	-
	9%	12%	-%	11%	7%	11%	5%	18%	10%	5%	7%	7%	16%	18% a	-%	5%	-%
Fairly Satisfied	111	62	3	10	1	59	52	9	50	52	52	26	11	6	8	2	-
	40%	43%	22%	59%	19%	38%	43%	38%	38%	43%	41%	50% d	36%	22%	57%	29%	-%
Very Satisfied	101	55	7	1	2	53	48	7	46	48	48	19	7	11	3	5	-
	37%	38%	50%	6%	54%	34%	40%	30%	35%	40%	38%	36%	23%	43%	20%	58%	-%
Don't Know (DO NOT READ OUT)	39	11	3	4	1	24	14	3	21	14	18	2	7	4	3	*	-
	14%	8%	24%	24%	20%	16%	12%	14%	16%	12%	14% b	4%	24% b	17% b	22%	2%	-%
NET: Satisfied	212	117	10	11	3	112	100	16	97	100	100	45	18	17	10	7	-
	77%	80%	73%	65%	73%	72%	83% a	68%	73%	83% b	79% c	86% cd	59%	65%	78%	88%	-%
NET: Dissatisfied	2	-	*	-	-	2	*	-	2	*	-	1	*	-	-	*	-
	1%	-%	3%	-%	-%	1%	*%	-%	1%	*%	-%	2%	1%	-%	-%	6%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	279	157	34	27	21	20	176	102	134	144	-	251	27
Weighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Very Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*	-
	%	-%	2%	-%	-%	-%	%	-%	%	-%	-%	%	-%
Fairly Dissatisfied	2	1	-	-	-	-	2	-	2	-	-	2	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	-%	1%	-%
Neither Satisfied Nor Dissatisfied	24	17	3	2	-	*	15	7	8	14	-	22	*
	9%	10%	13%	10%	-%	1%	9%	7%	6%	10%	-%	9%	2%
Fairly Satisfied	111	69	9	7	8	12	76	35	66	45	-	103	8
	40%	42%	36%	29%	36%	58%	44%	35%	47%	34%	-%	41%	33%
Very Satisfied	101	47	12	12	13	6	59	42	46	55	-	90	11
	37%	29%	50%	50%	56%	29%	34%	42%	33%	41%	-%	36%	43%
Don't Know (DO NOT READ OUT)	39	29	-	2	2	3	22	17	17	21	-	33	6
	14%	18%	-%	10%	8%	13%	13%	17%	13%	16%	-%	13%	22%
		b											
NET: Satisfied	212	116	21	19	21	17	135	77	112	101	-	193	19
	77%	71%	85%	79%	92%	87%	77%	77%	80%	74%	-%	77%	76%
NET: Dissatisfied	2	1	*	-	-	-	2	-	2	-	-	2	-
	1%	1%	2%	-%	-%	-%	1%	-%	2%	-%	-%	1%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Very Dissatisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	*%	-%	1%	-%	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%	*%	*%	-%
Fairly Dissatisfied	2	-	-	2	2	*	2	1	*	1	2	1	-	-	1	2	1
	1%	-%	-%	2%	1%	*%	1%	1%	*%	1%	1%	1%	-%	-%	1%	1%	2%
Neither Satisfied Nor Dissatisfied	24	11	6	7	19	19	20	16	5	11	15	15	-	8	9	20	2
	9%	9%	11%	7%	8%	10%	8%	7%	6%	8%	8%	8%	-%	13%	6%	8%	5%
Fairly Satisfied	111	49	25	37	89	65	94	90	46	47	74	79	1	25	44	100	14
	40%	41%	45%	37%	39%	35%	39%	40%	50%	37%	40%	42%	12%	41%	31%	41%	28%
Very Satisfied	101	42	17	42	81	81	89	86	30	44	61	66	4	19	68	90	30
	37%	35%	30%	43%	36%	43%	37%	38%	33%	34%	33%	35%	81%	32%	47% b	37%	58% b
Don't Know (DO NOT READ OUT)	39	19	8	12	36	23	36	31	9	25	31	27	*	9	22	33	4
	14%	16%	13%	12%	16%	12%	15%	14%	9%	20% e	17%	14%	7%	15%	15%	13%	7%
NET: Satisfied	212	91	42	79	170	146	184	176	76	91	136	145	5	44	111	191	45
	77%	75%	75%	79%	75%	78%	76%	78%	84% f	71%	74%	77%	93%	73%	78%	78%	85%
NET: Dissatisfied	2	-	*	2	2	1	2	2	1	2	2	2	-	-	2	2	1
	1%	-%	1%	2%	1%	*%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	2%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Very Dissatisfied	*	-	*	*	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	*%	-%	*%	1%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	1%	-%	-%
Fairly Dissatisfied	2	2	*	-	-	2	2	2	2	2	2	-	*	2	-	-	1	*
	1%	1%	*%	-%	-%	1%	1%	1%	1%	1%	1%	-%	*%	1%	-%	-%	1%	1%
Neither Satisfied Nor Dissatisfied																		
	24	11	16	7	2	12	24	24	24	23	24	-	18	24	9	8	9	6
	9%	6%	11%	18% c	22%	6%	9%	10%	9%	9%	9%	-%	10%	9%	12%	9%	6%	21% b
Fairly Satisfied	111	81	60	13	4	86	111	95	111	107	109	-	78	111	28	36	66	9
	40%	43%	39%	35%	35%	43%	40%	40%	40%	42%	40%	-%	42%	40%	36%	41%	42%	30%
Very Satisfied	101	68	57	12	5	70	101	86	101	89	101	-	63	100	26	37	53	11
	37%	36%	37%	32%	43%	35%	37%	36%	37%	35%	37%	-%	34%	37%	34%	41%	34%	37%
Don't Know (DO NOT READ OUT)																		
	39	25	20	5	-	28	37	30	37	33	39	-	26	37	14	7	28	3
	14%	13%	13%	14%	-%	14%	13%	13%	13%	13%	14%	-%	14%	13%	18%	8%	18% a	10%
NET: Satisfied	212	149	117	24	8	157	212	181	212	195	210	-	140	211	53	73	119	20
	77%	80%	76%	67%	78%	79%	77%	76%	77%	77%	77%	-%	76%	77%	70%	82%	76%	67%
NET: Dissatisfied	2	2	1	*	-	2	2	2	2	2	2	-	*	2	-	*	1	*
	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%	-%	*%	1%	-%	1%	1%	1%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
Very Dissatisfied	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	1%	-%	1%	-%
Fairly Dissatisfied	2	-	*	1	2	-	2	-	-	-	-	2	1	*
	1%	-%	1%	1%	1%	-%	1%	-%	-%	-%	-%	1%	2%	*%
Neither Satisfied Nor Dissatisfied	24	4	9	11	18	6	24	-	11	*	7	15	8	15
	9%	5%	23% ac	7%	10%	6%	9%	-%	6%	3%	9%	8%	16% b	7%
Fairly Satisfied	111	35	9	64	71	40	107	4	83	1	31	71	21	90
	40%	43%	24%	42% b	39%	42%	40%	47%	46%	4%	43%	40%	42%	40%
Very Satisfied	101	35	13	53	67	34	98	3	66	8	25	65	8	93
	37%	42%	35%	35%	37%	35%	37%	34%	37%	56%	34%	37%	17%	41% a
Don't Know (DO NOT READ OUT)	39	9	6	23	22	16	37	1	19	6	10	23	11	27
	14%	11%	17%	15%	12%	17%	14%	18%	11%	38%	13%	13%	22%	12%
NET: Satisfied	212	70	23	116	138	74	206	6	149	9	56	137	30	182
	77%	84% b	59%	77% b	77%	77%	77%	82%	83%	60%	77%	78%	58%	81% a
NET: Dissatisfied	2	-	*	2	2	-	2	-	*	-	*	2	2	*
	1%	-%	1%	1%	1%	-%	1%	-%	*%	-%	1%	1%	3%	*%
Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b														

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Table 97 (continuation)

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Delivery time (when you receive your mail delivery) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

1%

Fairly Dissatisfied

1%

Neither Satisfied Nor

Dissatisfied

9%

Fairly Satisfied

111

40%

Very Satisfied

101

37%

Don't Know (DO NOT READ

OUT)

39

14%

NET: Satisfied

212

77%

NET: Dissatisfied

2

1%

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
279	249	5	66	65	63	85
276	246	7	68	76	60	73
*	-	*	*	-	-	-
%	-%	6%	1%	-%	-%	-%
2	*	1	-	-	2	-
1%	%	18%	-%	-%	3%	-%
24	9	2	5	8	5	6
9%	4%	34%	8%	10%	8%	8%
111	102	3	24	30	19	39
40%	41%	42%	35%	40%	31%	53%
					ac	
101	101	-	28	25	30	18
37%	41%	-%	41%	33%	50%	25%
			d		d	
39	34	-	10	13	5	10
14%	14%	-%	15%	17%	8%	14%
212	202	3	52	55	48	57
77%	82%	42%	77%	73%	81%	78%
2	*	2	*	-	2	-
1%	%	24%	1%	-%	3%	-%

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Table 98

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m
	279	21	30	18	18	20	27	21	23	12	20	33	36	190
	276	21	30	31	11	19	55	37	28	13	7	11	12	247
	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%	-%	-%
	4	-	-	-	-	1	2	-	*	-	*	-	*	4
	2%	-%	-%	-%	-%	7%	4%	-%	1%	-%	6%	-%	2%	2%
	25	3	4	5	*	1	5	-	3	*	1	*	1	23
	9%	16%	14%	15%	2%	7%	9%	-%	12%	1%	12%	4%	8%	9%
	124	13	7	14	2	10	21	26	16	5	3	3	4	114
	45%	60%	22%	44%	18%	52%	38%	70%	58%	43%	36%	30%	38%	46% b
	109	5	16	13	9	7	19	11	8	7	3	7	6	94
39%	24%	52%	41%	80%	34%	34%	30%	29%	56%	35%	61% m	49%	38%	
13	-	3	-	-	-	8	-	*	-	*	*	*	12	
5%	-%	11%	-%	-%	-%	15%	-%	1%	-%	6%	4%	3%	5%	
233	18	23	27	11	17	40	37	24	13	5	10	10	208	
84%	84%	74%	85%	98%	86%	72%	100%	87%	99%	70%	92%	87%	84%	
5	-	-	-	-	1	2	-	*	-	1	-	*	4	
2%	-%	-%	-%	-%	7%	4%	-%	1%	-%	12%	-%	2%	2%	

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Table 98 (continuation)

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	279	11	64	7	15	88	11	74	187	64	23	5	92	146	133
Weighted total	276	16	57	6	15	92	11	73	261	11	4	1	16	142	134
Very Dissatisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-
	*%	-%	1%	-%	-%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
Fairly Dissatisfied	4	-	3	-	-	-	-	2	4	*	*	-	*	3	2
	2%	-%	5%	-%	-%	-%	-%	2%	2%	2%	4%	-%	2%	2%	1%
			e												
Neither Satisfied Nor Dissatisfied	25	2	3	2	-	8	-	10	24	1	*	-	1	14	11
	9%	10%	6%	26%	-%	8%	-%	14%	9%	6%	4%	-%	5%	10%	8%
Fairly Satisfied	124	7	32	2	8	39	3	30	117	5	2	*	7	65	59
	45%	45%	55%	36%	51%	42%	24%	41%	45%	50%	47%	21%	48%	46%	44%
Very Satisfied	109	7	13	1	7	45	6	27	103	4	1	1	6	54	55
	39%	45%	24%	13%	49%	48%	61%	38%	40%	37%	32%	79%	38%	38%	41%
					b										
Don't Know (DO NOT READ OUT)	13	-	5	2	-	1	2	3	12	1	1	-	1	6	7
	5%	-%	9%	26%	-%	1%	15%	5%	5%	5%	13%	-%	7%	4%	5%
			e												
NET: Satisfied	233	14	45	3	15	84	9	57	220	9	3	1	13	119	115
	84%	90%	79%	48%	100%	90%	85%	79%	84%	87%	79%	100%	85%	83%	85%
					g										
NET: Dissatisfied	5	-	3	-	-	-	-	2	5	*	*	-	*	3	2
	2%	-%	6%	-%	-%	-%	-%	2%	2%	2%	4%	-%	2%	2%	1%
			e												

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 98 (continuation)

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Very Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	3%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	6%	-%
Fairly Dissatisfied	4	2	-	*	*	4	*	-	4	*	-	4	1	*	-	-	-
	2%	2%	-%	2%	3%	3%	*%	-%	3%	*%	-%	7% a	2%	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	25	21	*	2	*	19	6	7	12	6	11	5	5	2	*	1	-
	9%	14%	2%	9%	4%	12% b	5%	30%	9%	5%	9%	10%	15%	8%	3%	17%	-%
Fairly Satisfied	124	54	3	10	1	59	65	7	52	65	53	26	13	9	11	4	-
	45%	37%	23%	58%	21%	38%	54% a	33%	39%	54% b	42%	50%	42%	33%	79%	49%	-%
Very Satisfied	109	63	7	4	2	64	45	8	55	45	56	17	10	14	2	2	-
	39%	43%	50%	21%	60%	41%	38%	37%	41%	38%	44%	32%	31%	51%	16%	26%	-%
Don't Know (DO NOT READ OUT)	13	6	3	2	1	10	3	-	10	3	7	*	3	2	*	*	-
	5%	4%	22%	9%	12%	6%	3%	-%	7%	3%	5%	1%	11% b	7%	1%	2%	-%
NET: Satisfied	233	117	10	14	3	123	110	16	107	110	109	43	22	22	13	6	-
	84%	80%	73%	80%	81%	79%	92% a	70%	80%	92% b	86%	82%	73%	84%	96%	75%	-%
NET: Dissatisfied	5	2	*	*	*	4	1	-	4	1	-	4	1	*	-	*	-
	2%	2%	3%	2%	3%	3%	1%	-%	3%	1%	-%	7% a	2%	1%	-%	6%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	279	157	34	27	21	20	176	102	134	144	-	251	27
Weighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Very Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*	-
	%	-%	2%	-%	-%	-%	%	-%	%	-%	-%	%	-%
Fairly Dissatisfied	4	4	*	-	-	-	4	*	2	3	-	4	*
	2%	2%	1%	-%	-%	-%	2%	%	1%	2%	-%	2%	%
Neither Satisfied Nor Dissatisfied	25	18	3	2	-	*	20	5	17	8	-	24	1
	9%	11%	12%	10%	-%	1%	11%	5%	12%	6%	-%	10%	3%
Fairly Satisfied	124	68	8	10	15	16	76	49	61	63	-	112	12
	45%	42%	34%	43%	66%	78%	43%	49%	44%	47%	-%	45%	49%
Very Satisfied	109	60	12	11	7	4	63	44	50	58	-	96	11
	39%	37%	52%	45%	32%	21%	36%	44%	36%	43%	-%	38%	45%
Don't Know (DO NOT READ OUT)	13	12	-	*	1	-	12	1	10	3	-	13	*
	5%	7%	-%	2%	2%	-%	7%	1%	7%	2%	-%	5%	2%
NET: Satisfied	233	129	21	21	22	20	139	93	110	121	-	208	24
	84%	79%	85%	88%	98%	99%	79%	93%	79%	89%	-%	83%	95%
NET: Dissatisfied	5	4	1	-	-	-	5	*	2	3	-	5	*
	2%	2%	3%	-%	-%	-%	3%	%	2%	2%	-%	2%	%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 98 (continuation)

Page 974

Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Very Dissatisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	*%	-%	1%	-%	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%	*%	*%	-%
Fairly Dissatisfied	4	3	*	2	4	3	4	4	1	4	4	4	-	*	4	4	1
	2%	2%	*%	2%	2%	2%	2%	2%	1%	3%	2%	2%	-%	*%	3%	2%	3%
Neither Satisfied Nor Dissatisfied	25	13	8	4	22	16	23	18	9	10	16	12	-	12	8	25	2
	9%	11%	14% c	4%	10%	9%	10%	8%	10%	7%	9%	6%	-%	20% a	6%	10%	4%
Fairly Satisfied	124	48	27	50	101	84	108	103	45	54	89	89	1	27	57	110	20
	45%	40%	47%	50%	45%	45%	45%	46%	50%	41%	48%	48%	17%	45%	40%	45%	39%
Very Satisfied	109	48	19	42	86	78	93	89	32	50	67	70	4	21	69	95	28
	39%	40%	33%	42%	38%	41%	38%	39%	36%	39%	37%	37%	79%	35%	48%	39%	54% b
Don't Know (DO NOT READ OUT)	13	9	3	1	13	6	13	11	3	11	7	13	*	*	5	11	*
	5%	8% c	4%	1%	6%	3%	5%	5%	3%	9% b	4%	7% c	4%	1%	3%	5%	1%
NET: Satisfied	233	95	46	92	187	162	201	192	78	104	156	160	5	48	126	204	48
	84%	79%	81%	93% ab	82%	86%	83%	85%	86%	80%	85%	85%	96%	80%	88%	83%	92%
NET: Dissatisfied	5	3	1	2	5	4	5	4	1	4	5	4	-	*	4	5	1
	2%	2%	1%	2%	2%	2%	2%	2%	1%	3%	3%	2%	-%	*%	3%	2%	3%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Very Dissatisfied	*	-	*	*	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	*%	-%	*%	1%	-%	-%	*%	*%	*%	*%	*%	-%	-%	*%	-%	1%	-%	-%
Fairly Dissatisfied	4	4	3	2	-	2	4	4	4	4	4	-	3	4	*	*	1	3
	2%	2%	2%	7%	-%	1%	2%	2%	2%	2%	2%	-%	2%	2%	*%	*%	1%	10%
				c														ab
Neither Satisfied Nor Dissatisfied	25	14	20	3	3	19	25	23	25	23	25	-	18	25	9	7	14	3
	9%	7%	13%	7%	24%	10%	9%	10%	9%	9%	9%	-%	10%	9%	12%	8%	9%	11%
Fairly Satisfied	124	88	66	16	5	92	123	108	123	121	123	-	81	124	30	44	71	10
	45%	47%	42%	45%	46%	46%	45%	45%	45%	47%	45%	-%	44%	45%	40%	50%	45%	32%
Very Satisfied	109	71	57	12	3	75	108	92	108	97	109	-	76	108	34	34	64	11
	39%	38%	37%	34%	30%	38%	40%	39%	40%	38%	40%	-%	41%	40%	45%	38%	41%	37%
Don't Know (DO NOT READ OUT)	13	9	9	2	-	11	13	9	13	9	13	-	7	11	3	3	7	3
	5%	5%	6%	6%	-%	5%	5%	4%	5%	3%	5%	-%	4%	4%	3%	3%	4%	10%
NET: Satisfied	233	159	122	29	8	167	231	200	231	217	231	-	157	232	65	77	135	21
	84%	85%	79%	80%	76%	84%	84%	84%	84%	86%	84%	-%	85%	85%	84%	88%	86%	69%
				c												c	c	
NET: Dissatisfied	5	4	3	3	-	2	5	5	5	5	5	-	3	5	*	1	1	3
	2%	2%	2%	8%	-%	1%	2%	2%	2%	2%	2%	-%	2%	2%	*%	1%	1%	10%
				c														ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
Very Dissatisfied	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	1%	-%	1%	-%
Fairly Dissatisfied	4	-	1	4	4	-	4	-	*	-	2	2	4	1
	2%	-%	1%	3%	2%	-%	2%	-%	*%	-%	3%	1%	8%	*%
													b	
Neither Satisfied Nor Dissatisfied	25	4	7	14	20	5	24	2	16	*	11	13	10	15
	9%	5%	19%	9%	11%	5%	9%	20%	9%	3%	15%	8%	20%	7%
			a										b	
Fairly Satisfied	124	41	13	67	79	45	122	2	89	4	31	81	22	102
	45%	50%	34%	44%	44%	47%	46%	27%	50%	25%	43%	46%	43%	45%
Very Satisfied	109	35	12	62	70	39	105	4	66	11	26	70	5	104
	39%	41%	32%	41%	39%	40%	39%	53%	37%	72%	36%	39%	11%	46%
													a	
Don't Know (DO NOT READ OUT)	13	3	5	5	6	7	13	-	8	-	2	11	9	4
	5%	4%	14%	3%	3%	8%	5%	-%	5%	-%	2%	6%	18%	2%
			c										b	
NET: Satisfied	233	76	25	129	149	84	227	6	155	14	58	150	27	206
	84%	91%	66%	85%	83%	87%	85%	80%	86%	97%	79%	85%	53%	91%
		b		b									a	
NET: Dissatisfied	5	-	1	4	5	-	5	-	1	-	3	2	4	1
	2%	-%	1%	3%	3%	-%	2%	-%	*%	-%	4%	1%	8%	*%
													b	

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Delivery consistency / reliability (e.g. arrives as promised consistently) (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
279	249	5	66	65	63	85
276	246	7	68	76	60	73
*	-	*	*	-	-	-
***	-%	6%	1%	-%	-%	-%
4	1	1	2	*	2	*
2%	***	18%	4%	***	3%	***
25	12	2	4	9	3	9
9%	5%	34%	6%	11%	6%	12%
124	116	3	26	33	29	37
45%	47%	42%	38%	43%	48%	51%
109	109	-	31	28	23	26
39%	44%	-%	47%	36%	39%	36%
13	8	-	3	7	2	*
5%	3%	-%	5%	9%	4%	1%
				d		
233	225	3	57	60	52	64
84%	91%	42%	85%	79%	88%	87%
5	1	2	3	*	2	*
2%	***	24%	4%	***	3%	***

Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	279	a	b	c	d	e	f	g	h	i	j	k	l	m
	276	21	30	18	18	20	27	21	23	12	20	33	36	190
		21	30	31	11	19	55	37	28	13	7	11	12	247
	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	%	-%	-%	-%	-%	6%	-%	-%	-%	-%	-%	-%	-%	1%
	6	2	-	-	-	1	2	-	-	*	-	*	*	6
	2%	9%	-%	-%	-%	7%	4%	-%	-%	-%	6%	-%	3%	2%
	27	*	4	-	-	1	7	5	4	3	1	1	1	25
	10%	2%	12%	-%	-%	8%	13%	15%	13%	23%	12%	9%	4%	10%
	96	8	12	5	2	6	26	19	10	1	2	2	3	89
	35%	38%	41%	17%	18%	29%	46%	50%	35%	12%	24%	20%	25%	36%
	116	8	11	21	9	7	15	8	11	8	4	8	7	98
	42%	37%	36%	66%	80%	35%	27%	22%	41%	66%	53%	bm 71%	57%	40%
30	3	3	5	*	3	5	5	3	-	*	-	1	28	
11%	15%	11%	17%	2%	15%	9%	14%	11%	-%	6%	-%	10%	12% k	
212	16	23	26	11	13	40	27	21	10	6	10	10	187	
77%	74%	77%	83%	98%	65%	73%	72%	76%	77%	77%	m 91%	82%	76%	
8	2	-	-	-	3	2	-	-	-	*	-	*	7	
3%	9%	-%	-%	-%	13%	4%	-%	-%	-%	6%	-%	3%	3%	

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Table 99 (continuation)

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Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	279	11	64	7	15	88	11	74	187	64	23	5	92	146	133
Weighted total	276	16	57	6	15	92	11	73	261	11	4	1	16	142	134
Very Dissatisfied	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	1 2%	1 *%	- -%	- -%	- -%	- -%	1 1%	- -%
Fairly Dissatisfied	6 2%	- -%	2 4%	- -%	- -%	1 1%	- -%	2 2%	6 2%	* 2%	- -%	- -%	* 1%	4 3%	2 2%
Neither Satisfied Nor Dissatisfied	27 10%	- -%	7 13%	* 3%	4 24%	8 8%	- -%	8 11%	26 10%	1 11%	* 4%	* 21%	1 9%	7 5%	20 15% a
Fairly Satisfied	96 35%	7 45%	24 43%	2 32%	5 33%	35 38%	4 39%	15 20%	91 35%	3 30%	1 33%	* 44%	5 32%	39 28%	56 42% a
Very Satisfied	116 42%	7 45%	21 37%	3 39%	6 40%	39 43%	5 47%	33 45%	108 42%	5 48%	2 57%	* 35%	8 50%	68 48% b	48 36%
Don't Know (DO NOT READ OUT)	30 11%	2 10%	2 3%	2 26%	* 2%	9 10%	2 15%	14 19% b	29 11%	1 9%	* 5%	- -%	1 8%	22 15% b	8 6%
NET: Satisfied	212 77%	14 90%	46 80%	5 71%	11 73%	75 81% g	9 85%	48 66%	199 76%	8 78%	4 90%	1 79%	13 82%	108 76%	104 78%
NET: Dissatisfied	8 3%	- -%	2 4%	- -%	- -%	1 1%	- -%	3 4%	7 3%	* 2%	- -%	- -%	* 1%	5 4%	2 2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 99 (continuation)

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Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Very Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-	-	-
	*%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	5% a	-%	-%	-%
Fairly Dissatisfied	6	3	-	-	-	4	2	-	4	2	-	4	2	*	-	-	-
	2%	2%	-%	-%	-%	3%	2%	-%	3%	2%	-%	9% a	6% a	1%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	27	20	3	*	*	24	3	3	21	3	15	3	4	5	1	-	-
	10%	13%	22%	1%	7%	16% b	2%	12%	16% c	2%	12%	5%	12%	18%	4%	-%	-%
Fairly Satisfied	96	44	1	9	2	44	52	3	41	52	37	20	13	7	10	4	-
	35%	30%	9%	52%	52%	28%	43% a	13%	30%	43% b	29%	37%	42%	27%	72%	54%	-%
Very Satisfied	116	60	9	6	2	62	55	6	56	55	54	24	11	11	3	2	-
	42%	41%	66%	36%	37%	40%	45%	24%	42%	45%	42%	46%	36%	40%	24%	24%	-%
Don't Know (DO NOT READ OUT)	30	19	*	2	*	21	9	12	9	9	20	1	1	3	-	2	-
	11%	13%	3%	10%	4%	13%	8%	50%	7%	8%	16% b	2%	5%	10%	-%	22%	-%
NET: Satisfied	212	104	10	15	4	105	107	9	97	107	91	44	24	18	13	6	-
	77%	71%	75%	89%	89%	67%	88% a	37%	73%	88% b	72%	84%	78%	67%	96%	78%	-%
NET: Dissatisfied	8	3	-	-	-	6	2	-	6	2	-	4	2	1	-	-	-
	3%	2%	-%	-%	-%	4%	2%	-%	4%	2%	-%	9% a	6% a	5% a	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 99 (continuation)

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Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	279	157	34	27	21	20	176	102	134	144	-	251	27
Weighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Very Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	1	-
	%	-%	-%	-%	-%	-%	-%	1%	1%	-%	-%	1%	-%
Fairly Dissatisfied	6	4	1	-	-	1	5	2	2	4	-	6	-
	2%	3%	2%	-%	-%	6%	3%	2%	2%	3%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	27	17	2	*	-	-	18	9	14	13	-	25	2
	10%	10%	9%	1%	-%	-%	10%	9%	10%	10%	-%	10%	9%
Fairly Satisfied	96	57	11	9	8	10	58	38	46	49	-	89	7
	35%	35%	47%	37%	36%	48%	33%	38%	33%	37%	-%	36%	27%
Very Satisfied	116	61	10	14	12	9	68	47	54	61	-	102	13
	42%	37%	40%	62%	50%	44%	39%	47%	39%	45%	-%	41%	52%
Don't Know (DO NOT READ OUT)	30	23	1	-	3	*	26	4	22	8	-	27	3
	11%	14%	2%	-%	13%	2%	15%	4%	16%	6%	-%	11%	13%
							b		b				
NET: Satisfied	212	118	21	23	20	18	126	84	100	110	-	190	20
	77%	72%	87%	99%	87%	92%	72%	84%	72%	81%	-%	76%	78%
							a						
NET: Dissatisfied	8	4	1	-	-	1	5	3	3	4	-	8	-
	3%	3%	2%	-%	-%	6%	3%	3%	3%	3%	-%	3%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Very Dissatisfied	1	-	-	1	1	1	1	-	-	-	1	-	-	-	-	1	-
	*%	-%	-%	1%	1%	1%	1%	-%	-%	-%	1%	-%	-%	-%	-%	1%	-%
Fairly Dissatisfied	6	3	2	1	6	6	6	6	1	4	6	4	-	2	6	6	2
	2%	3%	3%	1%	3%	3%	3%	3%	1%	3%	3%	2%	-%	3%	4%	3%	3%
Neither Satisfied Nor Dissatisfied	27	16	5	7	21	13	23	15	7	8	13	12	*	8	12	24	2
	10%	13%	8%	7%	9%	7%	9%	7%	8%	7%	7%	6%	3%	13%	8%	10%	4%
Fairly Satisfied	96	29	33	33	84	74	87	84	43	45	75	72	4	19	45	87	15
	35%	24%	59%	34%	37%	39%	36%	37%	48%	35%	41%	38%	79%	32%	32%	35%	28%
			ac						cf								
Very Satisfied	116	59	10	47	89	76	98	97	32	62	71	85	1	19	68	99	30
	42%	49%	18%	47%	39%	41%	40%	43%	35%	48%	38%	45%	18%	32%	47%	40%	58%
		b		b													b
Don't Know (DO NOT READ OUT)	30	13	7	10	25	18	27	22	8	10	18	15	-	12	13	28	3
	11%	11%	12%	10%	11%	9%	11%	10%	8%	7%	10%	8%	-%	20%	9%	12%	6%
														a			
NET: Satisfied	212	88	44	80	173	150	184	181	75	107	146	157	5	39	113	185	45
	77%	73%	77%	81%	76%	80%	76%	81%	83%	83%	79%	83%	97%	64%	79%	75%	87%
												c					b
NET: Dissatisfied	8	3	2	3	8	8	8	6	1	4	8	4	-	2	6	8	2
	3%	3%	3%	3%	3%	4%	3%	3%	1%	3%	4%	2%	-%	3%	4%	3%	3%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Very Dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	*%	1%	1%	-%	-%	1%	*%	1%	*%	*%	*%	-%	1%	*%	-%	-%	1%	-%
Fairly Dissatisfied	6	6	6	2	-	4	6	6	6	6	6	-	6	6	2	2	2	3
	2%	3%	4%	7%	-%	2%	2%	3%	2%	3%	2%	-%	3%	2%	2%	2%	1%	9%
																		b
Neither Satisfied Nor Dissatisfied	27	14	17	3	*	22	27	24	27	22	27	-	19	27	8	15	12	*
	10%	7%	11%	8%	2%	11%	10%	10%	10%	9%	10%	-%	10%	10%	10%	17%	7%	1%
																bc		
Fairly Satisfied	96	74	57	13	2	72	94	85	94	88	96	-	56	96	24	27	59	10
	35%	40%	37%	37%	17%	36%	34%	36%	34%	35%	35%	-%	30%	35%	31%	30%	37%	33%
Very Satisfied	116	73	62	17	6	76	116	100	116	107	114	-	79	115	30	37	68	11
	42%	39%	40%	48%	59%	38%	42%	42%	42%	42%	42%	-%	43%	42%	39%	42%	43%	36%
Don't Know (DO NOT READ OUT)	30	18	12	*	2	24	30	20	30	28	30	-	24	28	13	8	16	6
	11%	10%	8%	1%	22%	12%	11%	8%	11%	11%	11%	-%	13%	10%	17%	9%	10%	21%
NET: Satisfied	212	147	119	31	8	148	210	185	210	196	210	-	134	211	54	64	127	21
	77%	79%	77%	84%	76%	74%	76%	78%	76%	77%	76%	-%	73%	77%	70%	72%	80%	69%
NET: Dissatisfied	8	8	7	2	-	5	8	8	8	8	8	-	8	8	2	2	3	3
	3%	4%	4%	7%	-%	3%	3%	3%	3%	3%	3%	-%	4%	3%	2%	2%	2%	9%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
Very Dissatisfied	1 *%	-	-	1	1	-	1	-	-	-	-	1	-	1
		-%	-%	1%	1%	-%	*%	-%	-%	-%	-%	1%	-%	1%
Fairly Dissatisfied	6 2%	3	*	3	5	2	6	-	4	*	2	4	5	1
		4%	*%	2%	3%	2%	2%	-%	2%	3%	3%	2%	11% b	*%
Neither Satisfied Nor Dissatisfied	27 10%	5	8	14	20	7	25	2	20	1	6	19	7	20
		6%	20% a	9%	11%	7%	9%	20%	11%	10%	8%	11%	14%	9%
Fairly Satisfied	96 35%	33	15	46	58	37	93	2	69	4	23	66	16	79
		39%	38%	30%	32%	38%	35%	27%	38%	25%	31%	37%	32%	35%
Very Satisfied	116 42%	41	10	64	76	40	112	4	70	9	30	71	16	100
		49% b	27%	42%	42%	42%	42%	53%	39%	62%	41%	40%	31%	45%
Don't Know (DO NOT READ OUT)	30 11%	1	6	23	20	10	30	-	17	-	12	15	7	23
		1%	15% a	15% a	11%	11%	11%	-%	10%	-%	16%	9%	13%	10%
NET: Satisfied	212 77%	74 88% bc	25 65%	110 73%	135 75%	77 80%	205 76%	6 80%	139 78%	13 87%	53 73%	137 78%	32 63%	180 80% a
NET: Dissatisfied	8 3%	3 4%	* *%	4 3%	6 3%	2 2%	8 3%	- -%	4 2%	* 3%	2 3%	5 3%	5 11% b	2 1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Time of collection (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total	279	249	5	66	65	63	85
Weighted total	276	246	7	68	76	60	73
Very Dissatisfied	1	-	-	-	-	-	1
	0%	-%	-%	-%	-%	-%	2%
Fairly Dissatisfied	6	-	3	4	-	2	-
	2%	-%	42%	6%	-%	4%	-%
Neither Satisfied Nor Dissatisfied	27	18	-	1	12	6	8
	10%	7%	-%	2%	15%	10%	11%
Fairly Satisfied	96	88	4	29	20	21	25
	35%	36%	58%	43%	26%	36%	35%
Very Satisfied	116	113	-	27	30	26	34
	42%	46%	-%	39%	40%	43%	46%
Don't Know (DO NOT READ OUT)	30	27	-	6	14	4	5
	11%	11%	-%	10%	19%	7%	7%
NET: Satisfied	212	201	4	56	50	47	59
	77%	82%	58%	82%	66%	79%	81%
NET: Dissatisfied	8	-	3	4	-	2	1
	3%	-%	42%	6%	-%	4%	2%

Columns Tested: a,b - a,b,c,d

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	279	a	b	c	d	e	f	g	h	i	j	k	l	m
	276	21	30	18	18	20	27	21	23	12	20	33	36	190
		21	30	31	11	19	55	37	28	13	7	11	12	247
	2	2	-	-	*	-	-	-	-	-	-	-	-	2
	1%	8%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	-%	1%
	3	-	-	-	-	-	2	-	-	*	-	-	*	2
	1%	-%	-%	-%	-%	-%	4%	-%	-%	-%	6%	-%	3%	1%
	19	1	4	3	-	1	5	3	2	-	*	1	1	18
	7%	3%	12%	8%	-%	7%	9%	8%	6%	-%	6%	5%	5%	7%
	94	7	11	5	2	7	24	19	10	4	2	2	3	88
	34%	30%	36%	17%	17%	36%	43%	50%	36%	34%	26%	15%	22%	36% k
	129	9	11	21	9	10	17	10	14	8	4	9	7	109
	47%	44%	35%	66%	80%	49%	30%	28%	52%	66%	57%	80% bm	62% b	44%

Ofcom; Business Postal Tracker

Table 100 (continuation)

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Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	279	11	64	7	15	88	11	74	187	64	23	5	92	146	133
Weighted total	276	16	57	6	15	92	11	73	261	11	4	1	16	142	134
Very Dissatisfied	2 1%	- -%	- -%	- -%	- -%	* -%	- -%	2 2%	2 1%	- -%	* 4%	- -%	* 1%	* -%	2 1%
Fairly Dissatisfied	3 1%	- -%	2 4%	- -%	- -%	1 1%	- -%	- -%	3 1%	- -%	- -%	- -%	- -%	3 2%	* -%
Neither Satisfied Nor Dissatisfied	19 7%	- -%	6 11% e	2 28%	4 24%	2 2%	- -%	6 8% e	18 7%	1 12%	- -%	* 21%	1 9%	7 5%	12 9%
Fairly Satisfied	94 34%	7 45%	25 44% g	* 7%	5 32%	31 34%	2 16%	20 27%	89 34%	3 27%	2 42%	* 44%	5 32%	42 30%	52 39%
Very Satisfied	129 47%	7 45%	23 41%	2 39%	6 41%	47 50%	7 70%	35 48%	122 47%	6 52%	2 49%	* 35%	8 50%	70 50%	59 44%
Don't Know (DO NOT READ OUT)	28 10%	2 10%	* 1%	2 26%	* 2%	12 13% b	2 15%	11 15% b	27 10%	1 9%	* 5%	- -%	1 8%	19 14%	9 7%
NET: Satisfied	223 81%	14 90%	48 85%	3 46%	11 73%	78 84%	9 85%	54 75%	211 81%	8 79%	4 90%	1 79%	13 82%	113 79%	111 83%
NET: Dissatisfied	5 2%	- -%	2 4%	- -%	- -%	1 1%	- -%	2 2%	5 2%	- -%	* 4%	- -%	* 1%	3 2%	2 2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 100 (continuation)

Page 988

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Very Dissatisfied	2 1%	- -%	- -%	- -%	* 4%	2 1%	* *%	- -%	2 1%	* *%	- -%	2 3%	- -%	- -%	- -%	* 2%	- -%
Fairly Dissatisfied	3 1%	3 2%	- -%	- -%	- -%	3 2%	* *%	- -%	3 2%	* *%	- -%	3 5% a	* 1%	- -%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	19 7%	11 7%	3 20%	2 10%	* 3%	14 9%	5 5%	* 2%	14 10%	5 5%	6 5%	4 7%	5 15% a	5 19% a	- -%	* 1%	- -%
Fairly Satisfied	94 34%	47 32%	1 10%	5 29%	1 21%	46 30%	48 40%	3 13%	43 33%	48 40%	43 34%	15 29%	12 38%	5 19%	10 73%	4 50%	- -%
Very Satisfied	129 47%	67 46%	9 67%	6 36%	3 68%	73 47%	56 47%	8 35%	65 49%	56 47%	61 48%	28 53%	14 45%	12 43%	4 27%	2 24%	- -%
Don't Know (DO NOT READ OUT)	28 10%	18 12%	* 3%	4 24%	* 4%	18 12%	10 9%	12 50%	7 5%	10 9%	16 13% bc	1 2%	* 1%	5 19% bc	- -%	2 22%	- -%
NET: Satisfied	223 81%	114 78%	10 77%	11 66%	4 89%	119 77%	104 86% a	11 48%	108 81%	104 86%	105 82% d	43 82% d	26 83%	17 63%	13 100%	6 74%	- -%
NET: Dissatisfied	5 2%	3 2%	- -%	- -%	* 4%	4 3%	1 *% a	- -%	4 3%	1 *%	- -%	4 9% a	* 1%	- -%	- -%	* 2%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 100 (continuation)

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Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Significance Level: 95%	279	157	34	27	21	20	176	102	134	144	-	251	27
Unweighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Weighted total													
Very Dissatisfied	2	2	*	-	-	-	2	-	2	-	-	2	-
	1%	1%	1%	-%	-%	-%	1%	-%	1%	-%	-%	1%	-%
Fairly Dissatisfied	3	3	*	-	-	-	3	*	*	3	-	3	-
	1%	2%	2%	-%	-%	-%	2%	*%	*%	2%	-%	1%	-%
Neither Satisfied Nor Dissatisfied	19	12	2	*	-	-	14	5	11	8	-	19	*
	7%	7%	8%	1%	-%	-%	8%	5%	8%	6%	-%	8%	*%
Fairly Satisfied	94	59	11	9	7	9	58	36	45	49	-	86	8
	34%	36%	46%	37%	30%	42%	33%	36%	32%	36%	-%	34%	33%
Very Satisfied	129	68	10	15	13	9	77	53	63	67	-	116	13
	47%	42%	41%	62%	56%	44%	44%	53%	45%	49%	-%	46%	53%
Don't Know (DO NOT READ OUT)	28	19	1	-	3	3	21	6	18	9	-	24	3
	10%	12%	2%	-%	13%	14%	12%	6%	13%	7%	-%	10%	13%
NET: Satisfied	223	127	21	23	20	17	135	88	108	116	-	201	22
	81%	78%	87%	99%	87%	86%	77%	88% a	77%	85%	-%	81%	87%
NET: Dissatisfied	5	4	1	-	-	-	5	*	2	3	-	5	-
	2%	3%	2%	-%	-%	-%	3%	*%	2%	2%	-%	2%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Page 990

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Very Dissatisfied	2 1%	- -%	2 3%	* *%	2 1%	2 1%	2 1%	2 1%	* *%	* *%	2 1%	* *%	- -%	2 3%	2 1%	2 1%	2 3%
Fairly Dissatisfied	3 1%	3 3%	- -%	- -%	3 1%	3 2%	3 1%	3 1%	* *%	3 2%	3 2%	3 2%	- -%	* 1%	3 2%	3 1%	- -%
Neither Satisfied Nor Dissatisfied	19 7%	11 9%	2 4%	6 6%	19 9%	15 8%	19 8%	7 3%	7 8%	7 5%	12 6%	9 5%	* 3%	5 8%	8 6%	19 8%	2 3%
Fairly Satisfied	94 34%	27 22%	31 54% ac	37 37% a	78 34%	64 34%	82 34%	85 38%	36 40%	46 36%	72 39%	72 38%	- -%	22 36%	48 34%	84 34%	14 26%
Very Satisfied	129 47%	67 56% b	13 24%	49 49% b	103 45%	89 47%	111 46%	105 47%	38 42%	63 49%	82 45%	87 46%	5 97%	22 37%	74 51%	112 46%	33 64% b
Don't Know (DO NOT READ OUT)	28 10%	12 10%	9 16%	8 8%	22 10%	15 8%	24 10%	23 10%	9 10%	11 8%	12 7%	16 9%	- -%	9 16%	9 6%	25 10%	2 4%
NET: Satisfied	223 81%	94 78%	44 77%	85 86%	180 80%	153 81%	193 80%	189 84%	74 82%	109 84%	155 84%	159 85% c	5 97%	44 73%	122 85%	196 80%	47 90% b
NET: Dissatisfied	5 2%	3 3%	2 3%	* *%	5 2%	5 3%	5 2%	5 2%	1 1%	3 2%	5 3%	3 2%	- -%	2 3%	5 3%	5 2%	2 3%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 100 (continuation)

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Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Very Dissatisfied	2	2	2	*	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	1%	1%	1%	*%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	2%	-%	-%
Fairly Dissatisfied	3	3	2	2	-	1	3	3	3	3	3	-	3	3	-	-	1	2
	1%	2%	2%	7%	-%	*%	1%	1%	1%	1%	1%	-%	2%	1%	-%	-%	1%	8%
				c														ab
Neither Satisfied Nor Dissatisfied	19	16	9	5	*	14	19	19	19	16	19	-	16	19	6	8	11	1
	7%	8%	6%	14%	2%	7%	7%	8%	7%	6%	7%	-%	8%	7%	8%	9%	7%	3%
Fairly Satisfied	94	65	60	11	2	72	92	81	92	87	94	-	56	94	24	34	52	8
	34%	35%	39%	32%	17%	36%	34%	34%	34%	34%	34%	-%	30%	34%	32%	38%	33%	28%
Very Satisfied	129	84	71	17	6	89	129	112	129	119	127	-	87	129	31	38	78	12
	47%	45%	46%	48%	59%	45%	47%	47%	47%	47%	46%	-%	47%	47%	41%	43%	50%	41%
Don't Know (DO NOT READ OUT)	28	17	10	-	2	21	28	19	28	27	28	-	20	27	13	7	16	6
	10%	9%	7%	-%	22%	11%	10%	8%	10%	11%	10%	-%	11%	10%	17%	8%	10%	19%
						a												
NET: Satisfied	223	149	131	29	8	161	221	194	221	206	221	-	143	223	56	72	130	21
	81%	80%	85%	79%	76%	81%	81%	82%	81%	81%	81%	-%	78%	81%	73%	82%	83%	69%
NET: Dissatisfied	5	5	4	3	-	2	5	5	5	5	5	-	5	5	2	2	1	2
	2%	3%	3%	7%	-%	1%	2%	2%	2%	2%	2%	-%	3%	2%	2%	2%	1%	8%
				c														b

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
Very Dissatisfied	2 1%	2 2%	* *%	- -%	* *%	2 2%	2 1%	- -%	2 1%	- -%	* *%	2 1%	2 4% b	- -%
Fairly Dissatisfied	3 1%	* *%	- -%	3 2%	3 2%	- -%	3 1%	- -%	* *%	* 3%	2 3%	1 *%	2 5% b	1 *%
Neither Satisfied Nor Dissatisfied	19 7%	2 3%	7 18% ac	10 7%	13 7%	7 7%	18 7%	2 20%	15 8%	* 1%	3 5%	16 9%	5 10%	14 6%
Fairly Satisfied	94 34%	31 37%	16 42%	47 31%	59 33%	35 36%	92 34%	2 21%	66 37%	2 14%	23 31%	63 36%	20 39%	74 33%
Very Satisfied	129 47%	46 55% b	11 28%	73 48% b	86 48%	44 46%	125 46%	5 59%	79 44%	12 82%	36 49%	80 46%	15 30%	114 51% a
Don't Know (DO NOT READ OUT)	28 10%	3 3%	4 11%	19 13% a	19 11%	9 10%	28 11%	- -%	18 10%	- -%	9 12%	15 8%	7 13%	22 10%
NET: Satisfied	223 81%	76 92% bc	27 70%	120 79%	145 80%	79 82%	217 81%	6 80%	145 81%	14 96%	58 80%	143 81%	35 69%	188 84% a
NET: Dissatisfied	5 2%	2 2%	* *%	3 2%	3 2%	2 2%	5 2%	- -%	2 1%	* 3%	3 4%	2 1%	4 8% b	1 *%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 100 (continuation)

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Collection reliability (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
279	249	5	66	65	63	85
276	246	7	68	76	60	73
2	-	2	-	-	2	*
1%	-	23%	-	-	3%	*%
3	-	-	2	-	1	-
1%	-	-	4%	-	1%	-
19	12	-	*	10	7	2
7%	5%	-	1%	13%	12%	3%
				ad	ad	
94	83	5	27	22	20	25
34%	34%	77%	40%	29%	34%	34%
129	125	-	32	31	28	38
47%	51%	-	48%	41%	46%	52%
28	25	-	5	13	3	8
10%	10%	-	8%	17%	4%	10%
				c		
223	208	5	59	53	48	63
81%	85%	77%	88%	70%	80%	86%
			b			b
5	-	2	2	-	2	*
2%	-	23%	4%	-	4%	*%

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Table 101
Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)
Base: All Respondents who use more than one mail service provider

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Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m
	279	21	30	18	18	20	27	21	23	12	20	33	36	190
	276	21	30	31	11	19	55	37	28	13	7	11	12	247
	3 1%	- -%	- -%	- -%	- -%	3 13%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	3 1%
	9 3%	3 14%	3 10%	- -%	- -%	1 7%	- -%	- -%	- -%	- -%	* 6%	- -%	1 7%	8 3%
	39 14%	2 9%	2 7%	2 8%	* 2%	4 21%	12 23%	8 22%	2 6%	3 23%	1 18%	1 7%	1 5%	36 15%
	85 31%	6 30%	10 32%	5 17%	3 28%	4 23%	18 33%	18 48%	12 42%	1 12%	1 11%	3 30%	3 25%	78 32%
	86 31%	7 31%	10 35%	6 18%	6 56%	4 21%	14 26%	3 8%	11 41%	7 54%	4 53%	7 64% bm	7 56% m	69 28%
	55 20%	3 15%	5 17% k	18 58%	2 14%	3 15%	10 19%	8 21%	3 11%	2 12%	1 12%	- -%	1 7%	54 22% kl
	171 62%	13 61%	20 67%	11 34%	9 85%	8 43%	33 59%	21 57%	23 83%	8 66%	5 64%	10 93% bm	10 81% m	147 60%
	11 4%	3 14%	3 10%	- -%	- -%	4 21%	- -%	- -%	- -%	- -%	* 6%	- -%	1 7%	10 4%

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

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Table 101 (continuation)

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Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	279	11	64	7	15	88	11	74	187	64	23	5	92	146	133
Weighted total	276	16	57	6	15	92	11	73	261	11	4	1	16	142	134
Very Dissatisfied	3	-	-	-	-	-	-	1	3	-	-	-	-	3	-
	1%	-%	-%	-%	-%	-%	-%	2%	1%	-%	-%	-%	-%	2%	-%
Fairly Dissatisfied	9	-	-	-	1	5	-	2	9	*	-	-	*	6	3
	3%	-%	-%	-%	8%	6%	-%	3%	3%	3%	-%	-%	2%	4%	2%
Neither Satisfied Nor Dissatisfied	39	-	17	2	3	10	-	6	37	1	*	-	2	17	21
	14%	-%	31%	26%	22%	11%	-%	9%	14%	13%	8%	-%	11%	12%	16%
Fairly Satisfied	85	7	19	1	5	22	4	24	81	3	1	*	5	36	49
	31%	42%	34%	9%	36%	23%	39%	33%	31%	29%	29%	42%	30%	25%	37%
Very Satisfied	86	7	17	3	5	31	3	19	79	5	2	*	7	47	39
	31%	43%	30%	39%	31%	34%	24%	26%	30%	43%	49%	35%	44%	33%	29%
													a		
Don't Know (DO NOT READ OUT)	55	2	3	2	*	24	4	20	53	1	1	*	2	33	22
	20%	14%	5%	26%	2%	26%	37%	27%	20%	12%	14%	23%	13%	23%	17%
						b		b							
NET: Satisfied	171	14	37	3	10	53	7	43	159	8	3	1	12	83	88
	62%	86%	64%	48%	68%	57%	63%	59%	61%	73%	78%	77%	74%	59%	65%
													a		
NET: Dissatisfied	11	-	-	-	1	5	-	3	11	*	-	-	*	9	3
	4%	-%	-%	-%	8%	6%	-%	5%	4%	3%	-%	-%	2%	6%	2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 101 (continuation)

Page 996

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Very Dissatisfied	3 1%	- -%	- -%	- -%	- -%	1 1%	1 1%	- -%	1 1%	1 1%	- -%	- -%	1 4% a	1 5% a	- -%	- -%	- -%
Fairly Dissatisfied	9 3%	5 4%	- -%	- -%	- -%	6 4%	2 2%	- -%	6 5%	2 2%	1 1%	2 4%	2 6%	2 7%	* 3%	- -%	- -%
Neither Satisfied Nor Dissatisfied	39 14%	23 16%	3 26%	2 14%	2 51%	21 13%	18 15%	- -%	21 15%	18 15%	17 14%	5 10%	7 23%	5 18%	3 20%	1 16%	- -%
Fairly Satisfied	85 31%	44 30%	1 8%	5 28%	* 8%	46 30%	39 32%	5 23%	41 31%	39 32%	35 28%	20 39% d	12 40% d	5 18%	7 53%	4 45%	- -%
Very Satisfied	86 31%	46 32%	8 63%	4 20%	1 29%	49 31%	37 31%	5 22%	44 33%	37 31%	37 29%	22 42% d	8 26%	5 19%	3 22%	1 17%	- -%
Don't Know (DO NOT READ OUT)	55 20%	28 19%	* 3%	7 38%	1 12%	32 21%	23 19%	12 54%	20 15%	23 19%	36 29% bc	2 4%	* 1%	9 34% bc	* 2%	2 22%	- -%
NET: Satisfied	171 62%	90 62%	10 71%	8 48%	2 37%	95 61%	76 63%	11 46%	85 64%	76 63%	72 57%	42 81% ad	20 66% d	10 37%	10 75%	5 62%	- -%
NET: Dissatisfied	11 4%	5 4%	- -%	- -%	- -%	8 5%	4 3%	- -%	8 6%	4 3%	1 1%	2 4%	3 11% a	3 11% a	* 3%	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 101 (continuation)

Page 997

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	279	157	34	27	21	20	176	102	134	144	-	251	27
Weighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Very Dissatisfied	3	-	-	-	-	1	-	3	1	1	-	3	-
	1%	-%	-%	-%	-%	6%	-%	3%	1%	1%	-%	1%	-%
								a					
Fairly Dissatisfied	9	5	2	-	1	-	5	4	5	4	-	7	2
	3%	3%	10%	-%	6%	-%	3%	4%	4%	3%	-%	3%	7%
Neither Satisfied Nor Dissatisfied	39	27	1	1	3	5	29	9	18	20	-	37	2
	14%	16%	3%	3%	11%	23%	17%	9%	13%	15%	-%	15%	8%
		b											
Fairly Satisfied	85	53	10	6	8	5	55	30	42	43	-	81	4
	31%	33%	43%	26%	36%	23%	31%	30%	30%	32%	-%	32%	17%
Very Satisfied	86	46	8	12	8	4	49	35	40	44	-	76	8
	31%	28%	33%	49%	34%	19%	28%	35%	29%	33%	-%	31%	32%
Don't Know (DO NOT READ OUT)	55	32	3	5	3	6	36	19	32	23	-	46	9
	20%	20%	12%	22%	13%	29%	21%	19%	23%	17%	-%	18%	37%
NET: Satisfied	171	99	18	18	16	8	104	65	82	87	-	157	12
	62%	61%	75%	75%	70%	42%	60%	65%	59%	64%	-%	63%	49%
NET: Dissatisfied	11	5	2	-	1	1	5	6	6	5	-	10	2
	4%	3%	10%	-%	6%	6%	3%	6%	5%	4%	-%	4%	7%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 101 (continuation)

Page 998

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Very Dissatisfied	3	-	-	3	3	3	3	1	-	1	3	1	-	-	1	3	-
	1%	-%	-%	3%	1%	1%	1%	1%	-%	1%	1%	1%	-%	-%	1%	1%	-%
Fairly Dissatisfied	9	2	4	3	6	7	8	7	3	4	8	5	-	4	5	8	2
	3%	2%	6%	3%	3%	4%	3%	3%	3%	3%	4%	3%	-%	6%	4%	3%	4%
Neither Satisfied Nor Dissatisfied	39	26	1	12	29	26	33	28	12	23	23	28	2	6	13	32	5
	14%	22% b	1%	12% b	13%	14%	14%	13%	14%	18%	12%	15%	34%	10%	9%	13%	9%
Fairly Satisfied	85	27	29	29	80	67	80	72	37	35	66	52	2	27	47	80	16
	31%	22%	52% ac	29%	35%	36%	33%	32%	41% f	27%	36%	28%	48%	46% a	33%	33%	31%
Very Satisfied	86	40	11	34	64	49	69	71	27	45	56	68	*	9	50	73	20
	31%	33%	20%	35%	28%	26%	28%	31%	30%	35%	31%	36% c	9%	15%	35%	30%	38%
Don't Know (DO NOT READ OUT)	55	25	12	19	44	35	50	45	11	21	28	34	*	14	27	51	9
	20%	21%	21%	19%	20%	19%	21%	20%	12%	16%	15%	18%	9%	24%	19%	21%	17%
NET: Satisfied	171	67	41	64	144	116	149	142	64	80	123	120	3	36	97	153	36
	62%	56%	72% a	64%	64%	62%	62%	63%	71%	62%	67%	64%	57%	60%	67%	62%	70%
NET: Dissatisfied	11	2	4	5	9	10	10	9	3	5	10	6	-	4	7	10	2
	4%	2%	6%	5%	4%	5%	4%	4%	3%	4%	6%	3%	-%	6%	5%	4%	4%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 101 (continuation)

Page 999

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Very Dissatisfied	3	3	3	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	1%	1%	2%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	2%	-%
Fairly Dissatisfied	9	4	5	-	-	7	9	8	9	7	9	-	5	9	4	5	4	*
	3%	2%	3%	-%	-%	4%	3%	3%	3%	3%	3%	-%	3%	3%	5%	6%	2%	1%
Neither Satisfied Nor Dissatisfied	39	28	18	11	2	23	39	35	39	34	39	-	25	38	8	15	19	4
	14%	15%	12%	32%	15%	12%	14%	15%	14%	14%	14%	-%	14%	14%	11%	17%	12%	15%
Fairly Satisfied	85	62	64	12	2	67	84	78	84	78	85	-	52	85	25	32	43	10
	31%	33%	42%	33%	17%	34%	30%	33%	30%	31%	31%	-%	28%	31%	33%	36%	27%	35%
Very Satisfied	86	53	45	11	5	59	85	73	85	79	84	-	56	85	23	27	53	6
	31%	29%	29%	31%	46%	30%	31%	31%	31%	31%	31%	-%	30%	31%	30%	30%	34%	20%
Don't Know (DO NOT READ OUT)	55	37	19	2	2	40	55	41	55	52	55	-	44	54	16	10	36	9
	20%	20%	12%	5%	22%	20%	20%	17%	20%	21%	20%	-%	24%	20%	22%	12%	23%	29%
						a										a	a	a
NET: Satisfied	171	115	110	23	7	126	169	151	169	157	169	-	108	170	48	58	96	16
	62%	62%	71%	64%	63%	64%	62%	64%	62%	62%	62%	-%	59%	62%	63%	66%	61%	55%
NET: Dissatisfied	11	6	8	-	-	10	11	10	11	10	11	-	7	11	4	5	6	*
	4%	3%	5%	-%	-%	5%	4%	4%	4%	4%	4%	-%	4%	4%	5%	6%	4%	1%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 101 (continuation)

Page 1000

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
Very Dissatisfied	3	1	-	1	3	-	3	-	1	-	-	3	1	1
	1%	2%	-%	1%	1%	-%	1%	-%	1%	-%	-%	1%	3%	1%
Fairly Dissatisfied	9	5	2	2	2	6	9	-	4	*	1	6	5	4
	3%	6%	5%	1%	1%	7%	3%	-%	2%	3%	2%	3%	9%	2%
		c				a							b	
Neither Satisfied Nor Dissatisfied	39	15	8	15	25	13	39	-	21	4	13	24	14	24
	14%	18%	22%	10%	14%	14%	14%	-%	12%	24%	18%	13%	28%	11%
			c										b	
Fairly Satisfied	85	27	14	44	63	22	84	2	69	2	23	58	8	77
	31%	33%	36%	29%	35%	23%	31%	21%	38%	11%	31%	33%	16%	34%
													a	
Very Satisfied	86	28	8	49	50	36	80	6	57	8	20	56	15	71
	31%	33%	22%	33%	28%	38%	30%	79%	32%	53%	27%	32%	29%	32%
Don't Know (DO NOT READ OUT)	55	7	6	40	38	18	55	-	27	1	16	30	8	47
	20%	9%	15%	26%	21%	18%	21%	-%	15%	9%	22%	17%	16%	21%
			a											
NET: Satisfied	171	55	22	93	112	59	163	8	126	9	43	114	23	148
	62%	66%	58%	62%	62%	61%	61%	100%	70%	64%	58%	65%	44%	66%
													a	
NET: Dissatisfied	11	6	2	3	5	6	11	-	5	*	1	8	6	5
	4%	8%	5%	2%	3%	7%	4%	-%	3%	3%	2%	5%	12%	2%
		c											b	

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 101 (continuation)

Page 1001

Latest collection time (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor
Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	a	b	c	d
279	249	5	66	65	63	85
276	246	7	68	76	60	73
3	-	1	1	-	-	1
1%	-%	18%	2%	-%	-%	2%
9	5	2	1	3	4	*
3%	2%	23%	2%	4%	7%	*%
					d	
39	27	*	9	17	8	5
14%	11%	6%	14%	22%	14%	6%
				d		
85	78	2	18	15	20	32
31%	32%	34%	26%	20%	34%	43%
						ab
86	85	-	21	22	20	24
31%	35%	-%	31%	29%	33%	32%
55	51	1	17	19	7	12
20%	21%	18%	25%	25%	12%	16%
171	163	2	38	37	40	55
62%	66%	34%	57%	49%	67%	76%
					b	ab
11	5	3	3	3	4	1
4%	2%	42%	4%	4%	7%	2%

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m	
	279	21	30	18	18	20	27	21	23	12	20	33	36	190
	276	21	30	31	11	19	55	37	28	13	7	11	12	247
	4	2	-	-	-	-	2	-	-	-	-	-	-	4
	1%	8%	-%	-%	-%	-%	4%	-%	-%	-%	-%	-%	-%	2%
	6	-	-	-	-	3	3	-	-	-	-	-	*	5
	2%	-%	-%	-%	-%	14%	5%	-%	-%	-%	-%	-%	2%	2%
	23	*	-	3	*	1	8	2	3	2	1	-	2	20
	8%	1%	-%	8%	3%	7%	14%	7%	12%	13%	12%	-%	14%	8%
													bk	
	63	10	9	6	4	4	3	11	5	4	2	3	2	55
	23%	49%	29%	19%	33%	23%	5%	29%	16%	31%	27%	30%	18%	22%
	167	8	20	18	7	11	34	24	20	7	4	7	7	148
61%	35%	66%	58%	64%	55%	62%	65%	71%	56%	61%	70%	61%	60%	
14	2	2	5	-	-	5	-	*	-	-	-	1	14	
5%	8%	6%	15%	-%	-%	10%	-%	1%	-%	-%	-%	4%	6%	
230	18	29	24	11	15	37	35	24	11	6	11	9	203	
83%	84%	94%	77%	97%	79%	67%	93%	87%	87%	88%	100%	79%	83%	
											lm			
10	2	-	-	-	3	5	-	-	-	-	-	*	9	
4%	8%	-%	-%	-%	14%	9%	-%	-%	-%	-%	-%	2%	4%	

Ofcom; Business Postal Tracker

Table 102 (continuation)

Page 1003

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	279	11	64	7	15	88	11	74	187	64	23	5	92	146	133
Weighted total	276	16	57	6	15	92	11	73	261	11	4	1	16	142	134
Very Dissatisfied	4 1%	- -%	- -%	- -%	- -%	2 3%	- -%	2 2%	4 2%	- -%	- -%	- -%	- -%	- -%	4 3%
														a	
Fairly Dissatisfied	6 2%	- -%	3 5%	- -%	- -%	2 2%	- -%	- -%	5 2%	* 4%	- -%	- -%	* 3%	3 2%	3 2%
Neither Satisfied Nor Dissatisfied	23 8%	* 3%	11 19% e	- -%	- -%	1 1%	* 2%	10 14% e	22 8%	* 3%	1 12%	- -%	1 6%	13 9%	10 7%
Fairly Satisfied	63 23%	5 31%	12 21%	2 36%	3 20%	22 24%	* 2%	15 20%	56 22%	4 42% a	2 39%	* 44%	6 41% a	31 22%	32 24%
Very Satisfied	167 61%	11 66%	29 51%	2 39%	12 80%	62 67% b	6 59%	43 60%	160 61% be	5 44%	2 48%	* 56%	7 45%	86 61%	81 60%
Don't Know (DO NOT READ OUT)	14 5%	- -%	2 4%	2 26%	- -%	3 3%	4 37%	3 4%	13 5%	1 7%	- -%	- -%	1 5%	10 7%	5 3%
NET: Satisfied	230 83%	16 97%	41 72%	5 74%	15 100%	84 91% bg	6 61%	58 80%	216 83%	9 85%	4 88%	1 100%	14 87%	117 82%	113 84%
NET: Dissatisfied	10 4%	- -%	3 5%	- -%	- -%	4 4%	- -%	2 2%	9 4%	* 4%	- -%	- -%	* 3%	3 2%	7 5%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 102 (continuation)

Page 1004

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Very Dissatisfied	4 1%	4 3%	- -%	- -%	- -%	4 3%	- -%	- -%	4 3%	- -%	4 3%	- -%	- -%	- -%	- -%	- -%	- -%
Fairly Dissatisfied	6 2%	- -%	3 19%	* 1%	- -%	3 2%	3 2%	* 1%	3 2%	3 2%	2 1%	- -%	4 12% ab	* 1%	- -%	- -%	- -%
Neither Satisfied Nor Dissatisfied	23 8%	13 9%	* 3%	1 4%	* 8%	11 7%	12 10%	* 2%	11 8%	12 10%	11 9%	3 5%	3 10%	1 2%	3 23%	2 25%	- -%
Fairly Satisfied	63 23%	24 16%	2 11%	5 26%	1 19%	29 19%	33 28%	2 7%	28 21%	33 28%	26 20%	13 24%	10 32%	4 17%	4 31%	2 18%	- -%
Very Satisfied	167 61%	97 67%	8 63%	10 55%	3 69%	98 63%	69 57%	17 72%	82 61%	69 57%	74 58%	36 70% c	14 45%	22 80% ac	6 46%	4 53%	- -%
Don't Know (DO NOT READ OUT)	14 5%	7 5%	* 3%	2 14%	* 4%	11 7%	4 3%	4 18%	7 5%	4 3%	10 8%	1 1%	* 1%	- -%	- -%	* 3%	- -%
NET: Satisfied	230 83%	121 83%	10 75%	14 82%	4 88%	128 82%	102 85%	18 80%	109 82%	102 85%	99 78%	49 94% ac	24 77%	26 97% ac	10 77%	6 72%	- -%
NET: Dissatisfied	10 4%	4 3%	3 19%	* 1%	- -%	7 4%	3 2%	* 1%	7 5%	3 2%	6 4%	- -%	4 12% b	* 1%	- -%	- -%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 102 (continuation)

Page 1005

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	279	157	34	27	21	20	176	102	134	144	-	251	27
Weighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Very Dissatisfied	4	4	-	-	-	-	4	-	4	-	-	4	-
	1%	2%	-%	-%	-%	-%	2%	-%	3%	-%	-%	2%	-%
									b				
Fairly Dissatisfied	6	3	*	-	-	3	4	1	3	3	-	6	-
	2%	2%	1%	-%	-%	14%	3%	1%	2%	2%	-%	2%	-%
Neither Satisfied Nor Dissatisfied	23	11	4	4	*	3	14	9	12	11	-	21	1
	8%	7%	18%	17%	1%	15%	8%	9%	9%	8%	-%	8%	6%
			a										
Fairly Satisfied	63	41	6	4	3	8	32	30	25	38	-	54	9
	23%	25%	25%	15%	14%	38%	19%	30%	18%	28%	-%	22%	35%
								a					
Very Satisfied	167	92	13	16	17	7	106	60	84	82	-	151	15
	61%	57%	56%	67%	74%	33%	61%	60%	60%	60%	-%	60%	59%
Don't Know (DO NOT READ OUT)	14	12	-	-	3	-	14	*	12	3	-	14	*
	5%	7%	-%	-%	12%	-%	8%	*%	8%	2%	-%	6%	*%
							b		b				
NET: Satisfied	230	134	20	19	20	14	138	90	109	119	-	205	24
	83%	82%	81%	83%	88%	71%	79%	90%	78%	88%	-%	82%	94%
								a		a			
NET: Dissatisfied	10	7	*	-	-	3	8	1	7	3	-	10	-
	4%	4%	1%	-%	-%	14%	5%	1%	5%	2%	-%	4%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker

Table 102 (continuation)

Page 1006

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Very Dissatisfied	4	-	4	-	2	2	2	4	4	-	4	2	-	2	2	2	-
	1%	-%	7%	-%	1%	1%	1%	2%	4%	-%	2%	1%	-%	3%	2%	1%	-%
			ac						abcf								
Fairly Dissatisfied	6	3	*	3	4	3	6	3	*	6	6	6	-	*	3	4	*
	2%	2%	*%	3%	2%	2%	2%	1%	*%	4%	3%	3%	-%	*%	2%	2%	*%
Neither Satisfied Nor Dissatisfied	23	7	5	10	18	19	21	19	8	12	14	19	-	3	11	21	2
	8%	6%	10%	10%	8%	10%	9%	8%	8%	9%	8%	10%	-%	6%	8%	9%	5%
Fairly Satisfied	63	25	13	24	55	39	57	55	19	32	48	47	*	15	37	58	14
	23%	21%	24%	24%	24%	21%	23%	24%	21%	25%	26%	25%	8%	24%	26%	24%	26%
Very Satisfied	167	75	33	59	136	117	146	130	59	72	106	105	5	36	83	148	36
	61%	62%	59%	59%	60%	62%	60%	58%	65%	56%	58%	56%	92%	60%	58%	60%	68%
Don't Know (DO NOT READ OUT)	14	11	*	3	12	8	12	14	1	7	5	10	-	5	7	13	*
	5%	9%	*%	3%	5%	4%	5%	6%	1%	5%	3%	5%	-%	8%	5%	5%	1%
		b			e		e	e		e							
NET: Satisfied	230	100	47	83	191	156	202	185	78	105	155	152	5	50	121	206	49
	83%	83%	83%	84%	84%	83%	83%	82%	86%	81%	84%	81%	100%	84%	84%	84%	94%
																	ab
NET: Dissatisfied	10	3	4	3	6	5	7	7	4	6	10	8	-	2	5	6	*
	4%	2%	7%	3%	3%	3%	3%	3%	5%	4%	5%	4%	-%	3%	4%	2%	*%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 102 (continuation)

Page 1007

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Very Dissatisfied	4	2	2	2	-	2	4	4	4	4	4	-	4	4	2	-	4	-
	1%	1%	1%	5%	-%	1%	1%	2%	1%	2%	1%	-%	2%	1%	3%	-%	3%	-%
Fairly Dissatisfied	6	4	2	1	1	4	6	6	6	3	6	-	3	6	*	4	2	-
	2%	2%	1%	4%	13%	2%	2%	2%	2%	1%	2%	-%	2%	2%	*%	5%	1%	-%
Neither Satisfied Nor Dissatisfied	23	18	12	6	-	15	23	21	23	22	23	-	17	23	6	12	8	2
	8%	10%	8%	17%	-%	8%	8%	9%	8%	9%	8%	-%	9%	8%	8%	13% b	5%	8%
Fairly Satisfied	63	40	37	7	4	43	63	57	63	59	63	-	41	62	19	17	38	7
	23%	21%	24%	19%	33%	22%	23%	24%	23%	23%	23%	-%	22%	23%	25%	20%	24%	23%
Very Satisfied	167	112	97	20	3	122	165	137	165	153	165	-	113	167	43	53	94	20
	61%	60%	63%	56%	30%	62%	60%	58%	60%	60%	60%	-%	61%	61%	57%	60%	60%	68%
Don't Know (DO NOT READ OUT)	14	11	5	-	3	12	14	13	14	12	14	-	7	13	5	3	11	-
	5%	6%	3%	-%	24%	6%	5%	5%	5%	5%	5%	-%	4%	5%	6%	3%	7%	-%
NET: Satisfied	230	152	134	27	7	166	228	193	228	212	228	-	154	229	63	70	132	27
	83%	82%	87%	75%	63%	83%	83%	82%	83%	84%	83%	-%	83%	84%	82%	79%	84%	92%
NET: Dissatisfied	10	6	3	3	1	7	10	10	10	7	10	-	7	10	3	4	6	-
	4%	3%	2%	9%	13%	3%	4%	4%	4%	3%	4%	-%	4%	4%	3%	5%	4%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 102 (continuation)

Page 1008

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
Very Dissatisfied	4 1%	-	-	4 3%	2 1%	2 2%	4 2%	-	4 2%	-	-	4 2%	-	4 2%
Fairly Dissatisfied	6 2%	3 3%	3 7%	* *%	3 2%	3 3%	6 2%	-	6 3%	-	1 2%	4 2%	5 10%	* *%
Neither Satisfied Nor Dissatisfied	23 8%	5 6%	6 15%	12 8%	14 8%	9 9%	22 8%	* 2%	16 9%	2 14%	7 10%	14 8%	9 17%	14 6%
Fairly Satisfied	63 23%	21 26%	10 27%	31 21%	38 21%	24 25%	61 23%	2 27%	36 20%	1 6%	16 22%	38 21%	17 34%	45 20%
Very Satisfied	167 61%	52 62%	19 51%	93 61%	111 62%	56 58%	162 60%	5 71%	110 61%	12 80%	45 61%	106 60%	17 34%	150 66%
Don't Know (DO NOT READ OUT)	14 5%	2 3%	* 1%	12 8%	12 7%	2 2%	14 5%	-	7 4%	-	3 4%	11 6%	2 5%	12 5%
NET: Satisfied	230 83%	73 88%	30 78%	124 82%	150 83%	80 83%	222 83%	8 98%	147 82%	13 86%	61 84%	143 81%	35 68%	195 87%
NET: Dissatisfied	10 4%	3 3%	3 7%	4 3%	5 3%	5 5%	10 4%	-	10 5%	-	1 2%	8 5%	5 10%	4 2%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 102 (continuation)

Page 1009

Amount / level of lost mail (QOP2. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	*b	a	b	c	d
Unweighted total	279	249	5	66	65	63	85
Weighted total	276	246	7	68	76	60	73
Very Dissatisfied	4	4	-	-	-	-	4
	1%	2%	-%	-%	-%	-%	6%
Fairly Dissatisfied	6	2	1	1	4	*	-
	2%	1%	18%	2%	5%	1%	-%
					d		
Neither Satisfied Nor Dissatisfied	23	16	3	4	8	6	5
	8%	6%	40%	5%	10%	11%	6%
Fairly Satisfied	63	52	3	8	19	17	18
	23%	21%	41%	12%	25%	29%	24%
					a		
Very Satisfied	167	161	-	49	41	35	42
	61%	65%	-%	72%	54%	59%	58%
				b			
Don't Know (DO NOT READ OUT)	14	11	-	5	4	1	4
	5%	5%	-%	8%	5%	1%	6%
NET: Satisfied	230	213	3	57	60	52	60
	83%	87%	41%	85%	79%	88%	82%
NET: Dissatisfied	10	6	1	1	4	*	4
	4%	2%	18%	2%	5%	1%	6%
Columns Tested: a,b - a,b,c,d							

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Table 103

Page 1010

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m	
	279	21	30	18	18	20	27	21	23	12	20	33	36	190
	276	21	30	31	11	19	55	37	28	13	7	11	12	247
	11	-	-	2	-	-	7	-	-	-	*	-	*	10
	4%	-%	-%	8%	-%	-%	13%	-%	-%	6%	-%	3%	4%	
	7	-	2	*	-	1	-	-	2	-	*	1	1	5
	3%	-%	5%	1%	-%	7%	-%	-%	7%	-%	6%	8%	6%	2%
	60	7	7	11	2	4	10	5	5	1	2	3	3	52
	22%	32%	22%	35%	17%	22%	19%	14%	17%	11%	30%	25%	24%	21%
	101	14	10	12	3	7	21	18	3	5	2	3	2	94
	36%	67%	32%	39%	28%	37%	38%	48%	12%	42%	21%	26%	20%	38%
	89	*	10	6	6	5	17	11	18	6	3	4	4	78
	32%	1%	32%	18%	53%	28%	30%	31%	63%	47%	36%	36%	37%	32%
9	-	3	-	*	1	-	3	*	-	-	*	1	7	
3%	-%	9%	-%	2%	6%	-%	7%	1%	-%	-%	4%	10%	3%	
190	15	19	18	9	13	38	29	21	11	4	7	7	172	
69%	68%	63%	56%	81%	64%	68%	79%	76%	89%	57%	62%	57%	70%	
18	-	2	3	-	1	7	-	2	-	1	1	1	15	
6%	-%	5%	9%	-%	7%	13%	-%	7%	-%	13%	8%	10%	6%	

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

Ofcom; Business Postal Tracker

Table 103 (continuation)

Page 1011

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	279	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	276	11	64	7	15	88	11	74	187	64	23	5	92	146	133
Very Dissatisfied	11	-	2	-	-	6	-	2	11	-	-	-	-	8	3
	4%	-%	4%	-%	-%	6%	-%	3%	4%	-%	-%	-%	-%	5%	2%
Fairly Dissatisfied	7	-	2	-	2	1	-	2	6	1	-	*	1	5	2
	3%	-%	3%	-%	13%	1%	-%	3%	2%	7%	-%	21%	6%	3%	2%
Neither Satisfied Nor Dissatisfied	60	6	5	*	2	23	2	17	57	2	1	-	3	33	27
	22%	36%	9%	7%	15%	25%	19%	23%	22%	17%	36%	-%	21%	23%	20%
Fairly Satisfied	101	4	24	6	7	31	2	26	95	4	2	*	5	48	53
	36%	23%	43%	86%	44%	34%	23%	35%	37%	34%	36%	44%	35%	34%	39%
Very Satisfied	89	7	23	*	4	29	5	21	84	4	1	*	5	42	47
	32%	41%	41%	6%	29%	31%	44%	29%	32%	38%	23%	35%	34%	30%	35%
Don't Know (DO NOT READ OUT)	9	-	*	-	-	2	2	5	8	*	*	-	1	6	2
	3%	-%	%	-%	-%	2%	15%	6%	3%	4%	5%	-%	4%	4%	2%
NET: Satisfied	190	10	48	6	11	60	7	47	179	8	2	1	11	91	99
	69%	64%	84%	93%	72%	65%	66%	64%	69%	72%	59%	79%	69%	64%	74%
NET: Dissatisfied	18	-	4	-	2	7	-	5	17	1	-	*	1	13	5
	6%	-%	7%	-%	13%	8%	-%	6%	6%	7%	-%	21%	6%	9%	4%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 103 (continuation)

Page 1012

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Very Dissatisfied	11	10	-	-	-	6	5	*	5	5	3	2	3	-	-	-	-
	4%	7%	-%	-%	-%	4%	4%	2%	4%	4%	2%	5%	9%	-%	-%	-%	-%
Fairly Dissatisfied	7	4	1	-	*	3	4	-	3	4	2	2	2	1	*	-	-
	3%	3%	7%	-%	3%	2%	3%	-%	2%	3%	1%	4%	7%	2%	4%	-%	-%
Neither Satisfied Nor Dissatisfied	60	21	1	7	*	30	30	5	25	30	30	17	6	3	*	1	-
	22%	14%	8%	40%	7%	19%	25%	20%	19%	25%	23%	33% d	21%	10%	3%	13%	-%
Fairly Satisfied	101	60	6	7	3	59	41	10	49	41	47	16	15	12	7	3	-
	36%	41%	46%	40%	63%	38%	34%	46%	37%	34%	37%	30%	49%	45%	53%	37%	-%
Very Satisfied	89	49	5	4	1	51	38	5	46	38	41	14	5	10	5	3	-
	32%	33%	36%	21%	23%	33%	31%	21%	35%	31%	32% c	28%	15%	37% c	35%	40%	-%
Don't Know (DO NOT READ OUT)	9	3	*	-	*	7	2	3	4	2	5	*	-	1	1	1	-
	3%	2%	3%	-%	4%	4%	2%	11%	3%	2%	4%	1%	-%	5%	5%	10%	-%
NET: Satisfied	190	109	11	10	4	111	79	15	95	79	87	30	20	22	12	6	-
	69%	74%	82%	60%	86%	71%	66%	67%	72%	66%	69%	58%	64%	82% b	89%	77%	-%
NET: Dissatisfied	18	14	1	-	*	9	9	*	9	9	5	5	5	1	*	-	-
	6%	9%	7%	-%	3%	6%	7%	2%	6%	7%	4%	9%	16% a	2%	4%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 103 (continuation)

Page 1013

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	279	157	34	27	21	20	176	102	134	144	-	251	27
Weighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Very Dissatisfied	11	6	-	2	3	-	8	2	8	2	-	11	-
	4%	3%	-%	10%	11%	-%	5%	2%	6%	2%	-%	4%	-%
Fairly Dissatisfied	7	6	*	*	-	-	5	2	5	2	-	7	-
	3%	4%	2%	2%	-%	-%	3%	2%	4%	2%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	60	42	7	1	-	10	45	15	34	26	-	56	5
	22%	26%	29%	5%	-%	49%	26% b	15%	25%	19%	-%	22%	18%
Fairly Satisfied	101	61	7	5	9	7	59	42	47	53	-	91	10
	36%	37%	29%	22%	41%	34%	34%	42%	34%	39%	-%	36%	40%
Very Satisfied	89	43	10	14	11	3	52	35	40	48	-	77	11
	32%	26%	41%	60%	47%	13%	30%	35%	29%	35%	-%	31%	43%
Don't Know (DO NOT READ OUT)	9	6	-	-	*	1	6	3	4	4	-	9	-
	3%	4%	-%	-%	1%	3%	3%	3%	3%	3%	-%	3%	-%
NET: Satisfied	190	104	17	19	20	9	111	77	87	101	-	168	21
	69%	64%	70%	82%	88%	47%	63%	77% a	63%	75% a	-%	67%	82%
NET: Dissatisfied	18	12	*	3	3	-	13	4	13	4	-	18	-
	6%	7%	2%	12%	11%	-%	8%	4%	10% b	3%	-%	7%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Very Dissatisfied	11 4%	3 3%	5 8%	3 3%	6 3%	3 1%	6 2%	8 3%	5 6%	3 2%	8 4%	8 4%	- -%	3 5%	3 2%	8 3%	- -%
Fairly Dissatisfied	7 3%	1 1%	* 1%	5 5%	7 3%	5 3%	7 3%	7 3%	3 3%	5 4%	7 4%	5 2%	- -%	2 4%	6 4%	7 3%	2 4%
Neither Satisfied Nor Dissatisfied	60 22%	22 19%	17 30%	21 21%	54 24%	41 22%	56 23%	51 23%	27 30%	21 16%	52 28%	37 20%	2 40%	21 35%	35 25%	54 22%	10 19%
Fairly Satisfied	101 36%	56 46% bc	16 29%	29 29%	89 39%	69 37%	92 38%	79 35%	34 38%	49 38%	69 38%	70 37%	* 3%	19 32%	49 34%	93 38%	20 38%
Very Satisfied	89 32%	32 27%	18 32%	39 39% a	64 28%	62 33% eg	73 30%	74 33% eg	20 22%	46 36% eg	41 23%	64 34%	3 57%	13 22%	47 33%	76 31%	19 37%
Don't Know (DO NOT READ OUT)	9 3%	5 5%	- -%	3 3%	6 3%	7 4%	9 4%	6 2%	1 1%	5 4%	7 4%	5 3%	- -%	1 2%	3 2%	7 3%	1 2%
NET: Satisfied	190 69%	88 73%	35 61%	68 68%	154 68%	132 70%	165 68%	154 68%	54 60%	95 74% eg	111 60%	133 71% c	3 60%	33 54%	96 67%	169 69%	39 75%
NET: Dissatisfied	18 6%	5 4%	5 9%	8 8%	13 6%	8 4%	13 5%	14 6%	8 9%	7 6%	14 8%	12 7%	- -%	5 9%	9 6%	15 6%	2 4%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 103 (continuation)

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Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	^a b	c	a	b	c	d	e	^a f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Very Dissatisfied	11	6	5	-	-	11	10	10	10	11	11	-	6	10	2	3	8	-
	4%	3%	3%	-%	-%	5%	4%	4%	4%	4%	4%	-%	3%	4%	3%	3%	5%	-%
Fairly Dissatisfied	7	6	3	2	-	5	7	6	7	7	7	-	1	7	1	4	3	-
	3%	3%	2%	5%	-%	3%	3%	3%	3%	3%	3%	-%	1%	3%	1%	5%	2%	-%
Neither Satisfied Nor Dissatisfied	60	40	37	9	6	42	60	57	60	56	60	-	45	60	15	15	34	11
	22%	22%	24%	24%	56%	21%	22%	24%	22%	22%	22%	-%	24%	22%	19%	17%	22%	35% a
Fairly Satisfied	101	72	59	8	4	76	101	90	101	94	100	-	67	101	32	23	65	12
	36%	39%	38%	23%	40%	38%	37%	38%	37%	37%	37%	-%	36%	37%	42%	26%	41% a	41%
Very Satisfied	89	56	48	17	*	56	87	69	87	80	87	-	59	89	23	42	40	7
	32%	30%	31%	47% c	4%	28%	32%	29%	32%	31%	32%	-%	32%	32%	30%	47% bc	25%	24%
Don't Know (DO NOT READ OUT)	9	7	2	-	-	9	9	4	9	7	9	-	7	7	3	1	8	-
	3%	4%	1%	-%	-%	4%	3%	2%	3%	3%	3%	-%	4%	3%	4%	1%	5%	-%
NET: Satisfied	190	128	107	26	5	132	188	159	188	173	188	-	126	189	55	65	105	19
	69%	68%	69%	71%	44%	66%	69%	67%	69%	68%	68%	-%	68%	69%	72%	74%	67%	65%
NET: Dissatisfied	18	12	8	2	-	16	17	16	17	17	18	-	7	17	3	7	11	-
	6%	6%	5%	5%	-%	8%	6%	7%	6%	7%	6%	-%	4%	6%	4%	8%	7%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
Very Dissatisfied	11	2	2	6	5	5	10	*	8	-	5	6	2	8
	4%	3%	6%	4%	3%	5%	4%	6%	5%	-%	7%	3%	5%	4%
Fairly Dissatisfied	7	-	2	5	6	1	7	*	3	-	3	4	2	5
	3%	-%	6%	3%	3%	1%	3%	5%	2%	-%	4%	2%	3%	2%
			a											
Neither Satisfied Nor Dissatisfied	60	14	2	42	42	18	58	2	43	2	21	35	10	50
	22%	16%	5%	28% b	23%	19%	22%	27%	24%	14%	28%	20%	20%	22%
Fairly Satisfied	101	32	17	51	69	32	101	-	62	2	21	70	20	81
	36%	39%	45%	34%	38%	34%	38%	-%	34%	15%	29%	40%	40%	36%
Very Satisfied	89	35	14	40	52	37	84	5	59	9	18	58	14	75
	32%	42% c	36%	27%	29%	38%	31%	61%	33%	62%	25%	33%	27%	33%
Don't Know (DO NOT READ OUT)	9	*	1	7	6	3	9	-	5	1	5	3	3	6
	3%	*%	2%	5%	3%	3%	3%	-%	3%	9%	7% b	2%	5%	3%
NET: Satisfied	190	67	31	92	121	69	185	5	121	11	39	128	34	156
	69%	80% c	81% c	61%	67%	72%	69%	61%	67%	77%	54%	73% a	66%	69%
NET: Dissatisfied	18	2	5	11	11	6	17	1	11	-	8	10	4	14
	6%	3%	12%	7%	6%	7%	6%	11%	6%	-%	10%	6%	8%	6%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 103 (continuation)

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Price of postage (QOP2. As a recipient and sender of mail, how would you rate the performance of ^f('QV5c')^ in the following areas?)

Base: All Respondents who use more than one mail service provider

Significance Level: 95%

Unweighted total

Weighted total

Very Dissatisfied

Fairly Dissatisfied

Neither Satisfied Nor

Dissatisfied

Fairly Satisfied

Very Satisfied

Don't Know (DO NOT READ

OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	^b	a	b	c	d
279	249	5	66	65	63	85
276	246	7	68	76	60	73
11	5	2	-	3	*	8
4%	2%	34%	-%	3%	1%	10%
						^{ac}
7	6	1	1	2	3	1
3%	2%	18%	1%	3%	5%	2%
60	54	1	9	12	13	26
22%	22%	18%	14%	16%	21%	35%
						^{ab}
101	87	2	38	25	18	20
36%	36%	30%	56%	33%	31%	27%
			^{bcd}			
89	86	-	18	30	24	16
32%	35%	-%	27%	40%	41%	22%
				d	d	
9	7	-	1	4	1	2
3%	3%	-%	2%	6%	1%	3%
190	174	2	56	55	43	36
69%	71%	30%	83%	72%	72%	49%
			d	d	d	
18	11	4	1	4	3	9
6%	5%	52%	1%	6%	6%	12%
						a

QOP2. SUMMARY. As a recipient and sender of mail, how would you rate the performance of [QV5c provider] in the following areas ...

Base: All Respondents who use more than one mail service provider

	Areas					
	Delivery time (when you receive your mail delivery)	Delivery consistency / reliability (e.g. arrives as promised consistently)	Time of collection	Collection reliability	Latest collection time	Amount / level of lost mail
	a	b	c	d	e	f
Significance Level: 95%	279	279	279	279	279	279
Unweighted total	276	276	276	276	276	276
Weighted total						
Very Dissatisfied	*	*	1	2	3	4
	%	%	%	1%	1%	1%
						11
						4%
						abcde
Fairly Dissatisfied	2	4	6	3	9	6
	1%	2%	2%	1%	3%	2%
					a	
Neither Satisfied Nor Dissatisfied	24	25	27	19	39	23
	9%	9%	10%	7%	14%	8%
					adf	
						abcdef
Fairly Satisfied	111	124	96	94	85	63
	40%	45%	35%	34%	31%	23%
	ef	cdefg	f	f	f	f
Very Satisfied	101	109	116	129	86	167
	37%	39%	42%	47%	31%	61%
		e	eg	aeg		abcdeg
Don't Know (DO NOT READ OUT)	39	13	30	28	55	14
	14%	5%	11%	10%	20%	5%
	bfg		bfg	bfg	bcdfg	
NET: Satisfied	212	233	212	223	171	230
	77%	84%	77%	81%	62%	83%
	eg	aceg	eg	eg		eg
NET: Dissatisfied	2	5	8	5	11	10
	1%	2%	3%	2%	4%	4%
					a	a
						abcd

Columns Tested: a,b,c,d,e,f,g

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Table 105

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m
Unweighted total	279	21	30	18	18	20	27	21	23	12	20	33	36	190
Weighted total	276	21	30	31	11	19	55	37	28	13	7	11	12	247
No Problems	225	18	24	29	10	14	43	30	21	11	6	9	11	199
	82%	82%	78%	92%	92%	71%	77%	80%	76%	90%	81%	84%	95%	81%
													bm	
Collection reliability	13	2	2	-	*	-	7	-	-	-	1	1	-	11
	5%	8%	5%	-	2%	-	13%	-	-	-	19%	9%	-	4%
Damaged mail / goods	9	2	-	-	*	-	5	-	2	-	-	-	-	9
	3%	8%	-	-	2%	-	9%	-	6%	-	-	-	-	3%
Amount of lost mail	8	-	5	-	-	*	-	-	3	-	-	*	-	8
	3%	-	15%	-	-	1%	-	-	12%	-	-	4%	-	3%
			lm											
Delivery reliability (e.g. arrives as promised)	7	1	*	-	-	-	-	5	*	-	*	*	1	6
	3%	2%	1%	-	-	-	-	13%	1%	-	6%	4%	5%	2%
Wrong postage / shortfall on incoming mail - having to pay	4	-	-	-	-	1	-	2	-	-	-	-	-	4
	1%	-	-	-	-	7%	-	6%	-	-	-	-	-	2%
Lost or late delivery of sent mail	3	-	-	-	*	1	-	-	2	-	-	-	-	3
	1%	-	-	-	3%	7%	-	-	6%	-	-	-	-	1%
Delivery time (when you receive your mail delivery)	3	-	-	-	-	-	3	*	-	-	*	-	-	3
	1%	-	-	-	-	-	5%	*%	-	-	6%	-	-	1%
Trustworthiness of the provider	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	*%	-	-	-	2%	-	-	-	-	-	-	-	-	*%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%	*a	b	*c	*d	*e	*f	*g	*h	*i	*j	k	l	m
Unweighted total	279	21	30	18	18	20	21	23	12	20	33	36	190
Weighted total	276	21	30	31	11	19	55	37	13	7	11	12	247
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	*	2	*	3	*	-	-	1	*	-	7
	3%	-%	1%	8%	2%	13%	*%	-%	-%	10%	6%	-%	3%
Any problem	51	4	7	2	1	6	13	8	7	1	1	2	47
	18%	18%	22%	8%	8%	29%	23%	20%	24%	10%	19%	16%	19%
			l										l

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

Ofcom; Business Postal Tracker

Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	279	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	276	11	64	7	15	88	11	74	187	64	23	5	92	146	133
No Problems	225	15	37	4	15	82	10	58	213	9	3	1	13	113	112
	82%	90%	64%	64%	97%	89%	98%	80%	82%	87%	60%	100%	81%	80%	83%
Collection reliability	13	-	8	2	-	1	-	2	13	-	*	-	*	5	8
	5%	-%	15%	33%	-%	1%	-%	3%	5%	-%	4%	-%	1%	4%	6%
Damaged mail / goods	9	-	4	-	-	2	-	3	8	*	*	-	*	7	2
	3%	-%	7%	-%	-%	2%	-%	4%	3%	2%	4%	-%	2%	5%	1%
Amount of lost mail	8	-	3	-	-	4	-	1	8	*	*	-	*	7	2
	3%	-%	6%	-%	-%	4%	-%	2%	3%	2%	5%	-%	3%	5%	1%
Delivery reliability (e.g. arrives as promised)	7	-	3	*	*	1	-	3	6	*	1	-	1	4	3
	3%	-%	5%	3%	3%	1%	-%	4%	2%	4%	12%	-%	6%	3%	3%
Wrong postage / shortfall on incoming mail - having to pay	4	-	-	-	-	-	-	4	4	-	-	-	-	1	2
	1%	-%	-%	-%	-%	-%	-%	5%	1%	-%	-%	-%	-%	1%	2%
Lost or late delivery of sent mail	3	2	*	-	-	1	-	-	3	-	*	-	*	2	2
	1%	10%	1%	-%	-%	2%	-%	-%	1%	-%	8%	-%	2%	1%	1%
Delivery time (when you receive your mail delivery)	3	-	3	*	-	-	*	-	3	*	-	-	*	*	3
	1%	-%	4%	7%	-%	-%	2%	-%	1%	2%	-%	-%	1%	1%	2%
Trustworthiness of the provider	*	-	-	-	-	*	-	-	-	-	*	-	*	*	-
	*%	-%	-%	-%	-%	*%	-%	-%	-%	-%	5%	-%	1%	*%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 105 (continuation)

Page 1022

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	279	a 11	b 64	c 7	d 15	e 88	f 11	g 74	a 187	b 64	c 23	d 5	e 92	a 146	b 133
Weighted total	276	16	57	6	15	92	11	73	261	11	4	1	16	142	134
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	2	-	-	2	-	1	7	*	*	-	1	4	3
	3%	-%	4%	-%	-%	3%	-%	2%	3%	3%	4%	-%	3%	3%	2%
Any problem	51	2	20	2	*	11	*	15	48	1	2	-	3	29	22
	18%	10%	36%	36%	3%	11%	2%	20%	18%	13%	40%	-%	19%	20%	17%
			eg												

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
No Problems	225	116	9	14	3	131	94	19	112	94	106	40	22	23	12	5	-
	82%	79%	69%	82%	84%	84%	78%	82%	84%	78%	84%	77%	73%	85%	93%	64%	-%
Collection reliability	13	6	3	2	*	10	3	-	10	3	3	5	3	2	-	1	-
	5%	4%	26%	9%	4%	6%	3%	-%	7%	3%	2%	9%	8%	8%	-%	8%	-%
Damaged mail / goods	9	8	-	*	-	4	4	-	4	4	6	-	2	-	-	*	-
	3%	6%	-%	2%	-%	3%	4%	-%	3%	4%	5%	-%	8%	-%	-%	4%	-%
													b				
Amount of lost mail	8	4	*	*	-	6	2	1	5	2	1	4	2	2	*	-	-
	3%	3%	1%	2%	-%	4%	2%	5%	4%	2%	1%	7%	6%	6%	1%	-%	-%
												a					
Delivery reliability (e.g. arrives as promised)	7	6	*	*	*	3	4	3	*	4	5	1	*	*	1	-	-
	3%	4%	4%	3%	4%	2%	3%	13%	*%	3%	4%	1%	1%	1%	5%	-%	-%
Wrong postage / shortfall on incoming mail - having to pay	4	1	-	-	-	-	4	-	-	4	2	-	-	-	-	1	-
	1%	1%	-%	-%	-%	-%	3%	-%	-%	3%	2%	-%	-%	-%	-%	17%	-%
							a										
Lost or late delivery of sent mail	3	2	-	*	*	-	3	-	-	3	1	-	-	-	-	*	-
	1%	1%	-%	1%	4%	-%	3%	-%	-%	3%	1%	-%	-%	-%	-%	4%	-%
Delivery time (when you receive your mail delivery)	3	1	3	-	-	3	*	-	3	*	*	-	3	-	*	-	-
	1%	*%	19%	-%	-%	2%	*%	-%	2%	*%	*%	-%	8%	-%	1%	-%	-%
													ab				
Trustworthiness of the provider	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	-%	-%	-%	3%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	279	104	19	26	16	131	148	18	113	148	95	63	40	33	20	18	-
Weighted total	276	146	13	17	4	156	120	23	133	120	127	52	31	27	13	8	-
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	-	*	*	1	6	-	1	6	1	4	1	*	-	*	-
	3%	2%	-%	1%	4%	1%	5%	-%	1%	5%	1%	8%	4%	1%	-%	2%	-%
												a					
Any problem	51	30	4	3	1	25	26	4	21	26	21	12	8	4	1	3	-
	18%	21%	31%	18%	16%	16%	22%	18%	16%	22%	16%	23%	27%	15%	7%	36%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	279	157	34	27	21	20	176	102	134	144	-	251	27
Weighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
No Problems	225	133	19	17	20	14	139	85	116	108	-	200	24
	82%	81%	78%	73%	86%	70%	79%	85%	83%	79%	-%	80%	94%
Collection reliability	13	13	1	-	-	-	13	*	7	6	-	13	-
	5%	8%	3%	-%	-%	-%	7%	*%	5%	5%	-%	5%	-%
Damaged mail / goods	9	6	-	2	-	*	5	4	4	4	-	9	-
	3%	4%	-%	10%	-%	2%	3%	4%	3%	3%	-%	3%	-%
Amount of lost mail	8	3	2	2	2	-	5	3	3	6	-	8	-
	3%	2%	9%	7%	7%	-%	3%	3%	2%	4%	-%	3%	-%
Delivery reliability (e.g. arrives as promised)	7	4	*	1	*	3	7	*	4	3	-	7	-
	3%	2%	1%	2%	1%	13%	4%	*%	3%	2%	-%	3%	-%
Wrong postage / shortfall on incoming mail - having to pay	4	1	2	-	-	-	1	2	1	2	-	4	-
	1%	1%	10%	-%	-%	-%	1%	2%	1%	2%	-%	2%	-%
Lost or late delivery of sent mail	3	*	-	2	-	2	2	2	*	3	-	2	2
	1%	*%	-%	7%	-%	8%	1%	2%	*%	2%	-%	1%	6%
Delivery time (when you receive your mail delivery)	3	3	-	-	-	-	3	-	3	*	-	3	-
	1%	2%	-%	-%	-%	-%	2%	-%	2%	*%	-%	1%	-%
Trustworthiness of the provider	*	-	-	-	-	*	-	*	-	*	-	*	-
	*%	-%	-%	-%	-%	1%	-%	*%	-%	*%	-%	*%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		a	b	*c	*d	*e	a	b	a	b	*a	b	*c
Significance Level: 95%	279	157	34	27	21	20	176	102	134	144	-	251	27
Unweighted total	276	163	24	23	23	20	175	100	139	135	-	250	25
Weighted total													
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	5	-	-	1	1	5	3	4	3	-	7	-
	3%	3%	-%	-%	6%	6%	3%	3%	3%	2%	-%	3%	-%
Any problem	51	30	5	6	3	6	36	15	23	28	-	50	2
	18%	19%	22%	27%	14%	30%	21%	15%	17%	21%	-%	20%	6%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
No Problems	225	103	43	80	189	156	196	178	82	86	148	140	5	58	115	198	42
	82%	85%	76%	80%	83% f	83% f	81% f	79% f	91% bcdfg	66% f	81% f	74%	100%	96% a	80%	80%	80%
Collection reliability	13	10	2	2	13	6	13	11	3	11	11	12	-	2	7	13	3
	5%	8% c	4%	2%	6%	3%	5%	5%	3%	9% b	6%	6%	-%	3%	5%	5%	5%
Damaged mail / goods	9	2	5	2	5	5	5	9	*	9	4	9	-	-	4	9	2
	3%	1%	9% ac	2%	2%	3%	2%	4%	*%	7% ace	2%	5%	-%	-%	3%	3%	4%
Amount of lost mail	8	3	2	3	7	5	8	7	2	7	6	8	-	*	4	8	*
	3%	2%	4%	3%	3%	3%	3%	3%	2%	5%	3%	4%	-%	*%	3%	3%	1%
Delivery reliability (e.g. arrives as promised)	7	3	*	4	2	7	7	7	1	7	5	7	-	1	2	7	*
	3%	3%	*%	4%	1%	4%	3%	3%	1%	5% a	3%	4%	-%	1%	2%	3%	1%
Wrong postage / shortfall on incoming mail - having to pay	4	-	4	-	4	1	4	4	1	1	2	4	-	-	2	4	1
	1%	-%	7% ac	-%	2%	1%	2%	2%	2%	1%	1%	2%	-%	-%	2%	2%	3%
Lost or late delivery of sent mail	3	*	*	3	*	2	2	3	*	3	2	3	-	-	3	*	*
	1%	*%	*%	3%	*%	1%	1%	1%	*%	3% a	1%	2%	-%	-%	2% b	*%	*%
Delivery time (when you receive your mail delivery)	3	3	-	1	3	*	3	1	-	3	3	3	-	*	*	3	*
	1%	2%	-%	1%	1%	*%	1%	*%	-%	2%	2%	2%	-%	*%	*%	1%	1%
Trustworthiness of the provider	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	*%	-%	-%	*%	*%	*%	*%	*%	*%	*%	*%	*%	-%	-%	*%	*%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	279	121	54	104	244	206	257	232	108	128	206	182	7	70	147	259	69
Weighted total	276	120	57	99	226	188	242	224	90	129	184	188	5	60	144	246	52
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	*	*	7	7	5	7	7	*	7	7	7	-	-	7	7	4
	3%	*%	1%	7%	3%	3%	3%	3%	*%	5%	4%	4%	-%	-%	5%	3%	7%
				a						e							
Any problem	51	18	14	20	38	33	46	47	8	44	36	48	-	3	29	48	10
	18%	15%	24%	20%	17%	17%	19%	21%	9%	34%	19%	26%	-%	4%	20%	20%	20%
						e	e	e		abcdeg	e	c					

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
No Problems	225	154	121	26	5	164	223	196	223	208	225	-	151	223	61	69	133	23
	82%	82%	78%	71%	48%	82%	81%	83%	81%	82%	82%	-%	82%	81%	80%	78%	84%	78%
Collection reliability	13	11	10	5	-	8	13	13	13	11	13	-	8	13	3	6	5	2
	5%	6%	6%	13%	-%	4%	5%	6%	5%	4%	5%	-%	4%	5%	4%	6%	3%	8%
Damaged mail / goods	9	4	7	-	2	7	9	3	9	7	9	-	4	9	3	3	3	3
	3%	2%	4%	-%	14%	3%	3%	1%	3%	3%	3%	-%	2%	3%	4%	4%	2%	9%
Amount of lost mail	8	4	6	2	-	7	8	7	8	8	7	-	6	8	2	2	6	-
	3%	2%	4%	5%	-%	3%	3%	3%	3%	3%	2%	-%	3%	3%	2%	2%	4%	-%
Delivery reliability (e.g. arrives as promised)	7	7	1	3	*	4	7	5	7	7	7	-	6	7	4	4	3	*
	3%	4%	1%	7%	2%	2%	3%	2%	3%	3%	3%	-%	3%	3%	5%	4%	2%	*%
Wrong postage / shortfall on incoming mail - having to pay	4	1	4	-	-	4	4	4	4	4	4	-	1	4	1	2	-	1
	1%	1%	2%	-%	-%	2%	1%	2%	1%	2%	1%	-%	1%	1%	2%	3%	-%	5%
Lost or late delivery of sent mail	3	*	*	1	1	*	3	3	3	3	3	-	3	3	*	1	2	*
	1%	*%	*%	4%	13%	*%	1%	1%	1%	1%	1%	-%	2%	1%	*%	2%	1%	1%
Delivery time (when you receive your mail delivery)	3	3	*	-	-	3	3	3	3	1	3	-	*	3	*	3	*	-
	1%	2%	*%	-%	-%	2%	1%	1%	1%	*%	1%	-%	*%	1%	1%	3%	*%	-%
Trustworthiness of the provider	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	*%	-%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 105 (continuation)

Page 1030

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	279	195	167	33	10	203	277	250	277	254	277	-	182	275	79	80	168	30
Weighted total	276	187	155	36	11	199	274	237	274	254	274	-	185	274	76	89	158	30
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	6	5	-	2	5	7	7	7	7	7	-	6	7	3	2	5	-
	3%	3%	3%	-%	22%	2%	3%	3%	3%	3%	3%	-%	3%	3%	4%	2%	3%	-%
Any problem	51	33	33	11	6	35	51	41	51	46	50	-	34	51	15	20	25	7
	18%	18%	22%	29%	52%	18%	19%	17%	19%	18%	18%	-%	18%	19%	20%	22%	16%	22%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?
Base: All Respondents who use more than one mail service provider

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	279	74	42	160	187	92	270	9	180	16	70	181	49	230
Weighted total	276	83	38	152	180	96	269	8	179	15	73	176	51	225
No Problems	225	64	28	130	148	77	217	8	142	12	53	147	-	225
	82%	77%	74%	85%	82%	80%	81%	100%	79%	85%	73%	83%	-%	100% a
Collection reliability	13	5	3	5	8	5	13	-	8	-	4	10	13	-
	5%	6%	8%	3%	4%	5%	5%	-%	5%	-%	5%	5%	26% b	-%
Damaged mail / goods	9	2	5	2	3	5	9	-	8	*	3	6	9	-
	3%	2%	13% ac	1%	2%	5%	3%	-%	5%	2%	4%	3%	17% b	-%
Amount of lost mail	8	2	2	4	5	3	8	-	3	2	3	5	8	-
	3%	3%	5%	3%	3%	3%	3%	-%	2%	11%	4%	3%	16% b	-%
Delivery reliability (e.g. arrives as promised)	7	3	*	4	5	3	7	-	6	*	4	4	7	-
	3%	4%	1%	2%	3%	3%	3%	-%	4%	1%	5%	2%	14% b	-%
Wrong postage / shortfall on incoming mail - having to pay	4	2	-	1	4	-	4	-	4	-	4	-	4	-
	1%	3%	-%	1%	2%	-%	1%	-%	2%	-%	5% b	-%	8% b	-%
Lost or late delivery of sent mail	3	3	-	*	3	*	3	-	2	*	2	*	3	-
	1%	4% c	-%	*%	2%	*%	1%	-%	1%	1%	2%	*%	7% b	-%
Delivery time (when you receive your mail delivery)	3	*	3	*	*	3	3	-	3	-	1	3	3	-
	1%	1%	7% c	*%	*%	3% a	1%	-%	2%	-%	1%	1%	6% b	-%
Trustworthiness of the provider	*	*	-	-	-	*	*	-	*	-	-	*	*	-
	*%	*%	-%	-%	-%	*%	*%	-%	*%	-%	-%	*%	*%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

Significance Level: 95%

Unweighted total

Weighted total

Accessibility of the
sorting office / opening
hours

Wrong mail delivered /
our mail delivered
elsewhere

Problems with the Smart
Stamp online system

Recorded letters not
being signed for

Don't know / na

Other

Any problem

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	*b	a	*b	a	b	a	b
279	74	42	160	187	92	270	9	180	16	70	181	49	230
276	83	38	152	180	96	269	8	179	15	73	176	51	225
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
7	1	*	5	5	2	7	-	6	-	1	6	7	-
3%	2%	1%	4%	3%	3%	3%	-%	3%	-%	2%	3%	14%	-%
51	19	10	22	32	19	51	-	37	2	20	30	51	-
18%	23%	26%	15%	18%	20%	19%	-%	21%	15%	27%	17%	100%	-%
												b	

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Table 105 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

Significance Level: 95%

Unweighted total

Weighted total

No Problems

Collection reliability

Damaged mail / goods

Amount of lost mail

Delivery reliability
(e.g. arrives as
promised)

Wrong postage /
shortfall on incoming
mail - having to pay

Lost or late delivery of
sent mail

Delivery time (when you
receive your mail
delivery)

Trustworthiness of the
provider

Time of collection

Availability of a daily
collection

Latest collection time

Account management (if
applicable)

Accessibility of the
sorting office / opening
hours

Wrong mail delivered /
our mail delivered
elsewhere

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
279	a	*b	a	b	c	d
276	249	5	66	65	63	85
225	246	7	68	76	60	73
82%	211	-	54	56	53	62
	86%	-	79%	74%	89%	85%
					b	
13	4	2	6	3	3	1
5%	2%	30%	9%	3%	6%	2%
			d			
9	6	2	-	4	-	4
3%	2%	34%	-%	6%	-%	6%
						a
8	7	-	1	5	-	2
3%	3%	-%	2%	7%	-%	2%
				c		
7	7	-	3	3	*	1
3%	3%	-%	4%	4%	*%	2%
4	4	-	-	1	-	2
1%	2%	-%	-%	2%	-%	3%
3	3	-	-	3	-	*
1%	1%	-%	-%	4%	-%	*%
3	1	-	*	3	-	*
1%	*%	-%	1%	3%	-%	*%
*	*	-	-	*	-	-
*%	*%	-%	-%	*%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider

Significance Level: 95%

Unweighted total

Weighted total

Problems with the Smart

Stamp online system

Recorded letters not

being signed for

Don't know / na

Other

Any problem

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
279	249	5	66	65	63	85
276	246	7	68	76	60	73
Problems with the Smart Stamp online system	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
Other	7	5	4	-	3	1
3%	2%	36%	6%	-%	5%	1%
Any problem	51	35	14	20	6	11
18%	14%	100%	21%	26%	11%	15%
				c		

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	49	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Weighted total	51	6	7	1	5	5	6	4	5	1	3	4	2	40
		4	7	2	1	6	13	8	7	1	1	2	1	47
Collection reliability	13	2	2	-	*	-	7	-	-	-	1	1	-	11
	26%	42%	25%	-%	19%	-%	59%	-%	-%	-%	100%	54%	-%	23%
Damaged mail / goods	9	2	-	-	*	-	5	-	2	-	-	-	-	9
	17%	45%	-%	-%	19%	-%	39%	-%	25%	-%	-%	-%	-%	18%
Amount of lost mail	8	-	5	-	-	*	-	-	3	-	*	-	-	8
	16%	-%	70%	-%	-%	4%	-%	-%	49%	-%	-%	23%	-%	17%
Delivery reliability (e.g. arrives as promised)	7	1	*	-	-	-	-	5	*	-	*	*	1	6
	14%	13%	3%	-%	-%	-%	-%	66%	3%	-%	34%	23%	100%	12%
Wrong postage / shortfall on incoming mail - having to pay	4	-	-	-	-	1	-	2	-	-	-	-	-	4
	8%	-%	-%	-%	-%	25%	-%	32%	-%	-%	-%	-%	-%	8%
Lost or late delivery of sent mail	3	-	-	-	*	1	-	-	2	-	-	-	-	3
	7%	-%	-%	-%	38%	25%	-%	-%	24%	-%	-%	-%	-%	7%
Delivery time (when you receive your mail delivery)	3	-	-	-	-	-	3	*	-	-	*	-	-	3
	6%	-%	-%	-%	-%	-%	20%	2%	-%	-%	33%	-%	-%	6%
Trustworthiness of the provider	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	*%	-%	-%	-%	24%	-%	-%	-%	-%	-%	-%	-%	-%	*%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	49	6	7	1	5	5	6	4	5	1	3	4	2	40
Weighted total	51	4	7	2	1	6	13	8	7	1	1	2	1	47
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	*	2	*	3	*	-	-	1	*	-	-	7
	14%	-%	2%	100%	19%	45%	1%	-%	-%	100%	34%	-%	-%	14%
Any problem	51	4	7	2	1	6	13	8	7	1	1	2	1	47
	100%	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,m														

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Table 106 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		^a	^b	^c	^d	^e	^f	^g	^a	^b	^c	^d	^e	^a	^b
Unweighted total	49	1	17	3	1	11	1	14	32	8	9	-	17	27	22
Weighted total	51	2	20	2	*	11	*	15	48	1	2	-	3	29	22
Collection reliability	13	-	8	2	-	1	-	2	13	-	*	-	*	5	8
	26%	-%	41%	93%	-%	6%	-%	14%	27%	-%	11%	-%	6%	18%	36%
Damaged mail / goods	9	-	4	-	-	2	-	3	8	*	*	-	*	7	2
	17%	-%	20%	-%	-%	16%	-%	19%	17%	14%	11%	-%	12%	24%	7%
Amount of lost mail	8	-	3	-	-	4	-	1	8	*	*	-	*	7	2
	16%	-%	17%	-%	-%	33%	-%	10%	17%	13%	13%	-%	13%	22%	8%
Delivery reliability (e.g. arrives as promised)	7	-	3	*	*	1	-	3	6	*	1	-	1	4	3
	14%	-%	15%	7%	100%	6%	-%	21%	13%	34%	31%	-%	33%	13%	15%
Wrong postage / shortfall on incoming mail - having to pay	4	-	-	-	-	-	-	4	4	-	-	-	-	1	2
	8%	-%	-%	-%	-%	-%	-%	26%	8%	-%	-%	-%	-%	5%	11%
Lost or late delivery of sent mail	3	2	*	-	-	1	-	-	3	-	*	-	*	2	2
	7%	100%	2%	-%	-%	14%	-%	-%	6%	-%	21%	-%	12%	6%	8%
Delivery time (when you receive your mail delivery)	3	-	3	*	-	-	*	-	3	*	-	-	*	*	3
	6%	-%	12%	20%	-%	-%	100%	-%	6%	14%	-%	-%	6%	1%	13%
Trustworthiness of the provider	*	-	-	-	-	*	-	-	-	-	*	-	*	*	-
	*%	-%	-%	-%	-%	2%	-%	-%	-%	-%	13%	-%	7%	1%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 106 (continuation)

Page 1038

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	49	*a 1	*b 17	*c 3	*d 1	*e 11	*f 1	*g 14	a 32	*b 8	*c 9	*d -	*e 17	*a 27	*b 22
Weighted total	51	2	20	2	*	11	*	15	48	1	2	-	3	29	22
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	-	2	-	-	2	-	1	7	*	*	-	1	4	3
	14%	-%	10%	-%	-%	23%	-%	10%	14%	25%	10%	-%	17%	15%	14%
Any problem	51	2	20	2	*	11	*	15	48	1	2	-	3	29	22
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 106 (continuation)

Page 1039

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	49	21	5	8	4	18	31	3	15	31	13	9	8	5	4	8	-
Weighted total	51	30	4	3	1	25	26	4	21	26	21	12	8	4	1	3	-
Collection reliability	13	6	3	2	*	10	3	-	10	3	3	5	3	2	-	1	-
	26%	21%	84%	54%	26%	40%	12%	-%	48%	12%	14%	38%	30%	53%	-%	21%	-%
Damaged mail / goods	9	8	-	*	-	4	4	-	4	4	6	-	2	-	-	*	-
	17%	27%	-%	12%	-%	17%	16%	-%	20%	16%	28%	-%	28%	-%	-%	12%	-%
Amount of lost mail	8	4	*	*	-	6	2	1	5	2	1	4	2	2	*	-	-
	16%	15%	4%	13%	-%	25%	8%	30%	24%	8%	6%	30%	21%	39%	17%	-%	-%
Delivery reliability (e.g. arrives as promised)	7	6	*	*	*	3	4	3	*	4	5	1	*	*	1	-	-
	14%	20%	12%	15%	24%	12%	16%	70%	1%	16%	26%	5%	5%	4%	64%	-%	-%
Wrong postage / shortfall on incoming mail - having to pay	4	1	-	-	-	-	4	-	-	4	2	-	-	-	-	1	-
	8%	5%	-%	-%	-%	-%	15%	-%	-%	15%	12%	-%	-%	-%	-%	48%	-%
Lost or late delivery of sent mail	3	2	-	*	*	-	3	-	-	3	1	-	-	-	-	*	-
	7%	5%	-%	6%	26%	-%	13%	-%	-%	13%	7%	-%	-%	-%	-%	12%	-%
Delivery time (when you receive your mail delivery)	3	1	3	-	-	3	*	-	3	*	*	-	3	-	*	-	-
	6%	2%	62%	-%	-%	12%	1%	-%	14%	1%	2%	-%	30%	-%	19%	-%	-%
Trustworthiness of the provider	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	7%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 106 (continuation)

Page 1040

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	49	21	5	8	4	18	31	3	15	31	13	9	8	5	4	8	-
Weighted total	51	30	4	3	1	25	26	4	21	26	21	12	8	4	1	3	-
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	3	-	*	*	1	6	-	1	6	1	4	1	*	-	*	-
	14%	10%	-%	5%	24%	6%	22%	-%	7%	22%	7%	35%	15%	4%	-%	6%	-%
Any problem	51	30	4	3	1	25	26	4	21	26	21	12	8	4	1	3	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 106 (continuation)

Page 1041

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*a	b	*c
Unweighted total	49	26	7	5	4	7	36	13	21	28	-	48	1
Weighted total	51	30	5	6	3	6	36	15	23	28	-	50	2
Collection reliability	13	13	1	-	-	-	13	*	7	6	-	13	-
	26%	41%	12%	-%	-%	-%	35%	3%	30%	23%	-%	27%	-%
Damaged mail / goods	9	6	-	2	-	*	5	4	4	4	-	9	-
	17%	19%	-%	39%	-%	6%	13%	26%	18%	16%	-%	17%	-%
Amount of lost mail	8	3	2	2	2	-	5	3	3	6	-	8	-
	16%	10%	41%	27%	49%	-%	14%	23%	12%	20%	-%	17%	-%
Delivery reliability (e.g. arrives as promised)	7	4	*	1	*	3	7	*	4	3	-	7	-
	14%	12%	3%	9%	5%	44%	20%	1%	18%	11%	-%	15%	-%
Wrong postage / shortfall on incoming mail - having to pay	4	1	2	-	-	-	1	2	1	2	-	4	-
	8%	5%	44%	-%	-%	-%	4%	16%	6%	9%	-%	8%	-%
Lost or late delivery of sent mail	3	*	-	2	-	2	2	2	*	3	-	2	2
	7%	1%	-%	25%	-%	27%	5%	10%	1%	11%	-%	4%	100%
Delivery time (when you receive your mail delivery)	3	3	-	-	-	-	3	-	3	*	-	3	-
	6%	10%	-%	-%	-%	-%	9%	-%	12%	2%	-%	6%	-%
Trustworthiness of the provider	*	-	-	-	-	*	-	*	-	*	-	*	-
	*%	-%	-%	-%	-%	4%	-%	1%	-%	1%	-%	*%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 106 (continuation)

Page 1042

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	*a	*b	*a	b	*c
Unweighted total	49	26	7	5	4	7	36	13	21	28	-	48	1
Weighted total	51	30	5	6	3	6	36	15	23	28	-	50	2
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	5	-	-	1	1	5	3	4	3	-	7	-
	14%	15%	-%	-%	46%	22%	12%	18%	19%	10%	-%	15%	-%
Any problem	51	30	5	6	3	6	36	15	23	28	-	50	2
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker

Table 106 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	f	g	a	*b	*c	a	b	*c
Unweighted total	49	14	14	21	41	35	45	46	17	38	37	44	-	5	33	47	14
Weighted total	51	18	14	20	38	33	46	47	8	44	36	48	-	3	29	48	10
Collection reliability	13	10	2	2	13	6	13	11	3	11	11	12	-	2	7	13	3
	26%	54%	15%	8%	34%	20%	28%	23%	34%	25%	30%	24%	-%	62%	23%	27%	26%
Damaged mail / goods	9	2	5	2	5	5	5	9	*	9	4	9	-	-	4	9	2
	17%	10%	37%	8%	14%	16%	12%	18%	5%	20%	12%	18%	-%	-%	15%	18%	18%
Amount of lost mail	8	3	2	3	7	5	8	7	2	7	6	8	-	*	4	8	*
	16%	16%	15%	17%	18%	16%	18%	15%	24%	15%	16%	17%	-%	8%	13%	17%	4%
Delivery reliability (e.g. arrives as promised)	7	3	*	4	2	7	7	7	1	7	5	7	-	1	2	7	*
	14%	18%	2%	20%	6%	21%	16%	15%	12%	15%	14%	14%	-%	22%	8%	15%	3%
Wrong postage / shortfall on incoming mail - having to pay	4	-	4	-	4	1	4	4	1	1	2	4	-	-	2	4	1
	8%	-%	28%	-%	10%	4%	8%	8%	18%	3%	7%	8%	-%	-%	8%	8%	14%
Lost or late delivery of sent mail	3	*	*	3	*	2	2	3	*	3	2	3	-	-	3	*	*
	7%	1%	1%	15%	1%	5%	4%	7%	2%	8%	5%	7%	-%	-%	12%	1%	2%
															b		
Delivery time (when you receive your mail delivery)	3	3	-	1	3	*	3	1	-	3	3	3	-	*	*	3	*
	6%	14%	-%	3%	8%	1%	7%	1%	-%	6%	9%	6%	-%	7%	2%	7%	4%
Trustworthiness of the provider	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	*%	-%	-%	1%	1%	1%	*%	*%	3%	1%	1%	*%	-%	-%	1%	*%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	f	g	a	*b	*c	a	b	*c
Unweighted total	49	14	14	21	41	35	45	46	17	38	37	44	-	5	33	47	14
Weighted total	51	18	14	20	38	33	46	47	8	44	36	48	-	3	29	48	10
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	*	*	7	7	5	7	7	*	7	7	7	-	-	7	7	4
	14%	1%	2%	34%	19%	17%	16%	16%	4%	16%	19%	15%	-%	-%	24%	15%	35%
Any problem	51	18	14	20	38	33	46	47	8	44	36	48	-	3	29	48	10
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 106 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	*b	*c
Unweighted total	49	36	32	9	4	36	49	44	49	45	48	-	31	49	16	18	26	5
Weighted total	51	33	33	11	6	35	51	41	51	46	50	-	34	51	15	20	25	7
Collection reliability	13	11	10	5	-	8	13	13	13	11	13	-	8	13	3	6	5	2
	26%	34%	29%	45%	-	24%	26%	32%	26%	23%	27%	-	23%	26%	21%	29%	20%	36%
Damaged mail / goods	9	4	7	-	2	7	9	3	9	7	9	-	4	9	3	3	3	3
	17%	14%	20%	-	28%	20%	17%	7%	17%	15%	17%	-	13%	17%	19%	16%	10%	40%
Amount of lost mail	8	4	6	2	-	7	8	7	8	8	7	-	6	8	2	2	6	-
	16%	11%	19%	16%	-	19%	16%	17%	16%	18%	14%	-	18%	16%	10%	10%	26%	-
Delivery reliability (e.g. arrives as promised)	7	7	1	3	*	4	7	5	7	7	7	-	6	7	4	4	3	*
	14%	21% b	4%	25%	3%	13%	14%	12%	14%	15%	15%	-	18%	14%	25%	19%	14%	2%
Wrong postage / shortfall on incoming mail - having to pay	4	1	4	-	-	4	4	4	4	4	4	-	1	4	1	2	-	1
	8%	4%	11%	-	-	11%	8%	9%	8%	8%	8%	-	4%	8%	10%	12%	-	21%
Lost or late delivery of sent mail	3	*	*	1	1	*	3	3	3	3	3	-	3	3	*	1	2	*
	7%	1%	1%	14%	26%	1%	7%	8%	7%	7%	7%	-	10%	7%	2%	7%	7%	3%
Delivery time (when you receive your mail delivery)	3	3	*	-	-	3	3	3	3	1	3	-	*	3	*	3	*	-
	6%	10%	1%	-	-	9%	6%	8%	6%	1%	6%	-	1%	6%	3%	15%	1%	-
Trustworthiness of the provider	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	*%	-	1%	-	-	1%	*%	1%	*%	*%	*%	-	1%	*%	-	1%	-	-
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 106 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	*b	*c
Unweighted total	49	36	32	9	4	36	49	44	49	45	48	-	31	49	16	18	26	5
Weighted total	51	33	33	11	6	35	51	41	51	46	50	-	34	51	15	20	25	7
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	6	5	-	2	5	7	7	7	7	7	-	6	7	3	2	5	-
	14%	18%	16%	-%	43%	14%	14%	18%	14%	16%	15%	-%	17%	14%	19%	9%	22%	-%
Any problem	51	33	33	11	6	35	51	41	51	46	50	-	34	51	15	20	25	7
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 106 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	a	*b	*a	*b	a	*b
Unweighted total	49	20	7	22	35	14	49	-	35	4	22	26	49	-
Weighted total	51	19	10	22	32	19	51	-	37	2	20	30	51	-
Collection reliability	13	5	3	5	8	5	13	-	8	-	4	10	13	-
	26%	26%	32%	23%	25%	27%	26%	-%	22%	-%	18%	33%	26%	-%
Damaged mail / goods	9	2	5	2	3	5	9	-	8	*	3	6	9	-
	17%	9%	50%	8%	11%	27%	17%	-%	22%	17%	14%	19%	17%	-%
Amount of lost mail	8	2	2	4	5	3	8	-	3	2	3	5	8	-
	16%	11%	18%	20%	16%	17%	16%	-%	9%	75%	16%	18%	16%	-%
Delivery reliability (e.g. arrives as promised)	7	3	*	4	5	3	7	-	6	*	4	4	7	-
	14%	16%	5%	17%	14%	14%	14%	-%	17%	8%	18%	12%	14%	-%
Wrong postage / shortfall on incoming mail - having to pay	4	2	-	1	4	-	4	-	4	-	4	-	4	-
	8%	13%	-%	6%	12%	-%	8%	-%	10%	-%	19%	-%	8%	-%
Lost or late delivery of sent mail	3	3	-	*	3	*	3	-	2	*	2	*	3	-
	7%	17%	-%	1%	9%	2%	7%	-%	4%	8%	8%	1%	7%	-%
Delivery time (when you receive your mail delivery)	3	*	3	*	*	3	3	-	3	-	1	3	3	-
	6%	2%	26%	1%	1%	16%	6%	-%	9%	-%	3%	9%	6%	-%
Trustworthiness of the provider	*	*	-	-	-	*	*	-	*	-	-	*	*	-
	*%	1%	-%	-%	-%	1%	*%	-%	1%	-%	-%	1%	*%	-%
Time of collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	a	*b	*a	*b	a	*b
Unweighted total	49	20	7	22	35	14	49	-	35	4	22	26	49	-
Weighted total	51	19	10	22	32	19	51	-	37	2	20	30	51	-
Problems with the Smart Stamp online system	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Recorded letters not being signed for	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't know / na	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	7	1	*	5	5	2	7	-	6	-	1	6	7	-
	14%	8%	5%	24%	15%	13%	14%	-%	16%	-%	7%	20%	14%	-%
Any problem	51	19	10	22	32	19	51	-	37	2	20	30	51	-
	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 106 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total	49	36	5	10	16	7	16
Weighted total	51	35	7	14	20	6	11
Collection reliability	13	4	2	6	3	3	1
	26%	12%	30%	45%	13%	52%	10%
Damaged mail / goods	9	6	2	-	4	-	4
	17%	18%	34%	-%	22%	-%	38%
Amount of lost mail	8	7	-	1	5	-	2
	16%	20%	-%	9%	27%	-%	17%
Delivery reliability (e.g. arrives as promised)	7	7	-	3	3	*	1
	14%	19%	-%	19%	16%	3%	13%
Wrong postage / shortfall on incoming mail - having to pay	4	4	-	-	1	-	2
	8%	11%	-%	-%	7%	-%	22%
Lost or late delivery of sent mail	3	3	-	-	3	-	*
	7%	10%	-%	-%	15%	-%	3%
Delivery time (when you receive your mail delivery)	3	1	-	*	3	-	*
	6%	2%	-%	3%	13%	-%	2%
Trustworthiness of the provider	*	*	-	-	*	-	-
	*%	1%	-%	-%	1%	-%	-%
Time of collection	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Availability of a daily collection	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Latest collection time	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Account management (if applicable)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
No Problems	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Accessibility of the sorting office / opening hours	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Wrong mail delivered / our mail delivered elsewhere	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Problems with the Smart Stamp online system	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

Columns Tested: a,b - a,b,c,d

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Table 106 (continuation)

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QOP3. As a sender and recipient of mail, have you experienced any problems with your service from [QV5c provider] in the last 6 months?

Base: All Respondents who use more than one mail service provider. Excluding those with no problems

Significance Level: 95%

Unweighted total

Weighted total

Recorded letters not
being signed for

Don't know / na

Other

Any problem

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	*a	*b	*c	*d
49	36	5	10	16	7	16
51	35	7	14	20	6	11
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
7	5	3	4	-	3	1
14%	13%	36%	27%	-%	45%	6%
51	35	7	14	20	6	11
100%	100%	100%	100%	100%	100%	100%

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	17	2	3	2	2	1	2	1	-	1	-	-	3	14
Weighted total	18	2	3	5	*	1	3	3	-	*	-	-	1	17
Very Dissatisfied	1	-	*	-	-	1	-	-	-	-	-	-	-	1
	8%	-%	5%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	8%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	45%	-%
Neither Satisfied Nor Dissatisfied	3	-	-	2	-	-	-	-	-	-	-	-	*	2
	14%	-%	-%	45%	-%	-%	-%	-%	-%	-%	-%	-%	10%	14%
Fairly Satisfied	5	2	-	-	*	-	-	3	-	-	-	-	*	4
	26%	90%	-%	-%	44%	-%	-%	100%	-%	-%	-%	-%	44%	25%
Very Satisfied	1	*	-	-	*	-	*	-	-	-	-	-	-	1
	3%	10%	-%	-%	56%	-%	7%	-%	-%	-%	-%	-%	-%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	3	3	-	-	2	-	-	*	-	-	-	9
	46%	-%	95%	55%	-%	-%	93%	-%	-%	100%	-%	-%	-%	49%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	-	-	*	-	*	3	-	-	-	-	*	5
	29%	100%	-%	-%	100%	-%	7%	100%	-%	-%	-%	-%	44%	29%
NET: Dissatisfied	2	-	*	-	-	1	-	-	-	-	-	-	*	1
	10%	-%	5%	-%	-%	100%	-%	-%	-%	-%	-%	-%	45%	8%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 107 (continuation)

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Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	17	-	7	-	-	5	1	2	10	3	3	1	7	5	12
Weighted total	18	-	3	-	-	9	2	4	17	*	1	*	1	9	10
Very Dissatisfied	1	-	*	-	-	-	-	1	1	*	-	-	*	-	1
	8%	-%	5%	-%	-%	-%	-%	34%	7%	35%	-%	-%	13%	-%	15%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	3%	-%	-%	-%	-%	5%	-%	-%	3%	-%	-%	-%	-%	-%	5%
Neither Satisfied Nor Dissatisfied	3	-	*	-	-	-	-	2	2	*	-	-	*	2	*
	14%	-%	4%	-%	-%	-%	-%	66%	14%	24%	-%	-%	9%	28%	1%
Fairly Satisfied	5	-	2	-	-	3	-	-	5	-	*	-	*	-	5
	26%	-%	77%	-%	-%	29%	-%	-%	27%	-%	31%	-%	14%	-%	49%
Very Satisfied	1	-	*	-	-	*	-	-	-	*	*	*	1	*	*
	3%	-%	8%	-%	-%	2%	-%	-%	-%	41%	39%	100%	49%	3%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	*	-	-	5	2	-	8	-	*	-	*	6	3
	46%	-%	6%	-%	-%	63%	100%	-%	49%	-%	31%	-%	14%	69%	26%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	3	-	-	3	-	-	5	*	*	*	1	*	5
	29%	-%	85%	-%	-%	31%	-%	-%	27%	41%	69%	100%	63%	3%	53%
NET: Dissatisfied	2	-	*	-	-	*	-	1	2	*	-	-	*	-	2
	10%	-%	5%	-%	-%	5%	-%	34%	10%	35%	-%	-%	13%	-%	19%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 107 (continuation)

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Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	17	2	1	3	4	5	12	1	4	12	4	4	1	3	2	2	-	
Weighted total	18	4	*	4	1	7	11	2	5	11	6	3	*	3	3	*	-	
Very Dissatisfied	1	-	-	-	*	1	-	-	1	-	*	1	-	-	-	-	-	
	8%	-%	-%	-%	26%	20%	-%	-%	30%	-%	3%	40%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-	
	3%	-%	100%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	-%	16%	-%	-%	
Neither Satisfied Nor Dissatisfied	3	2	-	-	*	2	*	2	-	*	2	-	*	-	-	-	-	
	14%	60%	-%	-%	18%	34%	1%	100%	-%	1%	41%	-%	100%	-%	-%	-%	-%	
Fairly Satisfied	5	-	-	*	*	2	3	-	2	3	2	*	-	-	3	*	-	
	26%	-%	-%	11%	28%	23%	28%	-%	35%	28%	28%	14%	-%	-%	84%	49%	-%	
Very Satisfied	1	-	-	-	-	-	1	-	-	1	-	*	-	*	-	*	-	
	3%	-%	-%	-%	-%	-%	5%	-%	-%	5%	-%	7%	-%	7%	-%	51%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	2	-	4	*	2	7	-	2	7	2	1	-	3	-	-	-	
	46%	40%	-%	89%	28%	23%	61%	-%	35%	61%	28%	39%	-%	93%	-%	-%	-%	
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	5	-	-	*	*	2	4	-	2	4	2	1	-	*	3	*	-	
	29%	-%	-%	11%	28%	23%	34%	-%	35%	34%	28%	21%	-%	7%	84%	100%	-%	
NET: Dissatisfied	2	-	*	-	*	1	*	-	1	*	*	1	-	-	*	-	-	
	10%	-%	100%	-%	26%	20%	4%	-%	30%	4%	3%	40%	-%	-%	16%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 107 (continuation)

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Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	17	6	3	2	1	5	9	8	8	-	16	1
Weighted total	18	7	1	2	*	9	8	10	7	12	15	3
Very Dissatisfied	1	1	-	-	-	-	1	-	1	*	1	-
	8%	19%	-%	-%	-%	-%	17%	-%	19%	1%	9%	-%
Fairly Dissatisfied	*	-	-	*	-	-	*	-	*	-	*	-
	3%	-%	-%	27%	-%	-%	6%	-%	7%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	3	2	*	-	-	-	2	*	2	*	3	-
	14%	33%	21%	-%	-%	-%	30%	1%	36%	1%	17%	-%
Fairly Satisfied	5	2	-	-	-	3	2	3	1	4	5	-
	26%	25%	-%	-%	-%	35%	22%	29%	9%	36%	31%	-%
Very Satisfied	1	-	*	-	*	-	*	*	*	*	1	-
	3%	-%	79%	-%	100%	-%	4%	2%	5%	2%	4%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	2	-	1	-	6	2	7	2	7	5	3
	46%	22%	-%	73%	-%	65%	20%	67%	24%	59%	36%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	*	-	*	3	2	3	1	4	5	-
	29%	25%	79%	-%	100%	35%	27%	32%	15%	38%	35%	-%
NET: Dissatisfied	2	1	-	*	-	-	2	-	2	*	2	-
	10%	19%	-%	27%	-%	-%	23%	-%	25%	1%	12%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	17	7	4	6	16	15	16	17	8	10	12	14	-	3	13	16	8
Weighted total	18	6	6	6	15	14	15	18	7	7	10	14	-	4	13	15	4
Very Dissatisfied	1	*	-	1	1	*	1	1	-	1	1	1	-	-	1	1	1
	8%	3%	-%	21%	9%	1%	9%	8%	-%	19%	13%	10%	-%	-%	10%	9%	33%
Fairly Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	3%	-%	-%	8%	3%	3%	3%	3%	7%	7%	5%	3%	-%	-%	4%	3%	-%
Neither Satisfied Nor Dissatisfied	3	3	-	-	3	3	3	3	-	*	*	*	-	2	-	3	*
	14%	41%	-%	-%	17%	18%	17%	14%	-%	2%	1%	1%	-%	57%	-%	17%	3%
Fairly Satisfied	5	*	2	3	5	5	5	5	-	3	5	5	-	-	5	5	*
	26%	3%	28%	48%	31%	34%	31%	26%	-%	46%	48%	34%	-%	-%	36%	31%	12%
Very Satisfied	1	*	*	*	1	1	1	1	1	*	*	*	-	*	1	1	1
	3%	3%	4%	3%	4%	4%	4%	3%	9%	6%	4%	3%	-%	4%	4%	4%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	3	4	1	5	5	5	9	5	1	3	7	-	2	6	5	1
	46%	51%	68%	20%	36%	39%	36%	46%	84%	21%	30%	49%	-%	39%	46%	36%	37%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	*	2	3	5	5	5	5	1	4	5	5	-	*	5	5	1
	29%	6%	32%	51%	35%	38%	35%	29%	9%	52%	51%	37%	-%	4%	41%	35%	27%
NET: Dissatisfied	2	*	-	2	2	1	2	2	*	2	2	2	-	-	2	2	1
	10%	3%	-%	28%	12%	4%	12%	10%	7%	25%	17%	13%	-%	-%	13%	12%	33%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 107 (continuation)

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Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	17	15	10	1	1	14	17	17	17	17	17	-	12	17	9	4	9	4
Weighted total	18	15	7	2	2	11	18	18	18	18	18	-	14	18	7	2	11	5
Very Dissatisfied	1	1	*	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
	8%	10%	2%	-%	-%	13%	8%	8%	8%	8%	8%	-%	-%	8%	-%	-%	13%	-%
Fairly Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	-	*	*	*	-	-
	3%	-%	7%	-%	-%	4%	3%	3%	3%	3%	3%	-%	-%	3%	7%	22%	-%	-%
Neither Satisfied Nor Dissatisfied	3	3	*	-	2	*	3	3	3	3	3	-	3	3	3	-	3	-
	14%	17%	2%	-%	100%	1%	14%	14%	14%	14%	14%	-%	18%	14%	38%	-%	23%	-%
Fairly Satisfied	5	5	3	-	-	5	5	5	5	5	5	-	5	5	3	-	4	*
	26%	32%	42%	-%	-%	43%	26%	26%	26%	26%	26%	-%	35%	26%	47%	-%	40%	9%
Very Satisfied	1	1	*	-	-	1	1	1	1	1	1	-	*	1	*	*	*	*
	3%	4%	5%	-%	-%	5%	3%	3%	3%	3%	3%	-%	3%	3%	5%	10%	2%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	5	3	2	-	4	9	9	9	9	9	-	6	9	*	1	2	5
	46%	37%	43%	100%	-%	34%	46%	46%	46%	46%	46%	-%	44%	46%	3%	67%	22%	88%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	3	-	-	5	5	5	5	5	5	-	5	5	4	*	5	1
	29%	36%	47%	-%	-%	48%	29%	29%	29%	29%	29%	-%	38%	29%	52%	10%	42%	12%
NET: Dissatisfied	2	1	1	-	-	2	2	2	2	2	2	-	-	2	*	*	1	-
	10%	10%	9%	-%	-%	17%	10%	10%	10%	10%	10%	-%	-%	10%	7%	22%	13%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	3	10	12	5	16	1	10	-	4	12	4	13
Weighted total	3	2	11	11	7	18	*	9	-	3	13	2	16
Very Dissatisfied	1	*	-	1	-	1	-	-	-	*	1	1	-
	8%	6%	-%	12%	-%	8%	-%	-%	-%	6%	10%	69%	-%
Fairly Dissatisfied	*	-	*	*	-	*	-	-	-	*	-	*	-
	3%	-%	-%	4%	-%	3%	-%	-%	-%	19%	-%	23%	-%
Neither Satisfied Nor Dissatisfied	3	-	3	3	-	3	-	*	-	-	3	-	3
	14%	-%	23%	22%	-%	14%	-%	1%	-%	-%	20%	-%	16%
Fairly Satisfied	5	3	2	*	4	5	-	3	-	2	3	*	5
	26%	88%	24%	4%	63%	27%	-%	30%	-%	66%	25%	8%	29%
Very Satisfied	1	-	*	*	*	*	*	1	-	*	*	-	1
	3%	-%	10%	4%	3%	2%	100%	7%	-%	9%	3%	-%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	*	5	6	2	9	-	5	-	-	5	-	9
	46%	6%	66%	53%	35%	47%	-%	62%	-%	-%	43%	-%	52%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	3	2	1	5	5	*	3	-	2	4	*	5
	29%	88%	34%	8%	65%	29%	100%	37%	-%	75%	28%	8%	32%
NET: Dissatisfied	2	*	2	2	-	2	-	-	-	1	1	2	-
	10%	6%	-%	17%	-%	10%	-%	-%	-%	25%	10%	92%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects .)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	17	11	1	4	2	4	7
Weighted total	18	14	1	4	3	6	5
Very Dissatisfied	1	-	1	-	-	1	-
	8%	-%	100%	-%	-%	23%	-%
Fairly Dissatisfied	*	*	-	-	-	-	*
	3%	3%	-%	-%	-%	-%	9%
Neither Satisfied Nor Dissatisfied	3	-	-	2	-	-	*
	14%	-%	-%	56%	-%	-%	2%
Fairly Satisfied	5	5	-	*	3	-	2
	26%	34%	-%	11%	92%	-%	35%
Very Satisfied	1	*	-	*	*	-	*
	3%	3%	-%	4%	8%	-%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	8	-	1	-	5	3
	46%	59%	-%	29%	-%	77%	50%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	-	1	3	-	2
	29%	37%	-%	15%	100%	-%	39%
NET: Dissatisfied	2	*	1	-	-	1	*
	10%	3%	100%	-%	-%	23%	9%
Columns Tested: a,b - a,b,c,d							

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Have not Contacted / Not Applicable (DO NOT READ OUT) Don't Know / (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	17	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	9	3	1	-	2	1	-	2	3	-	2	1	2	12
		2	*	-	*	*	-	3	2	-	1	*	1	7
	2	-	-	-	-	-	-	-	1	-	-	-	*	1
	20%	-%	-%	-%	-%	-%	-%	-%	79%	-%	-%	-%	81%	18%
	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%
	1	-	*	-	*	-	-	-	*	-	-	-	-	1
	6%	-%	100%	-%	50%	-%	-%	-%	11%	-%	-%	-%	-%	7%
	4	2	-	-	-	-	-	2	*	-	-	-	-	4
	47%	81%	-%	-%	-%	-%	-%	93%	11%	-%	-%	-%	-%	60%
	1	*	-	-	-	-	-	-	-	-	*	-	*	*
	9%	10%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	19%	3%
1	*	-	-	*	*	-	*	-	-	-	*	-	1	
13%	10%	-%	-%	50%	100%	-%	7%	-%	-%	-%	100%	-%	11%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
5	2	-	-	-	-	-	2	*	-	*	-	*	4	
56%	90%	-%	-%	-%	-%	-%	93%	11%	-%	50%	-%	19%	63%	
2	-	-	-	-	-	-	-	1	-	*	-	*	1	
25%	-%	-%	-%	-%	-%	-%	-%	79%	-%	50%	-%	81%	18%	

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Table 108 (continuation)

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Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	17	1	5	1	-	2	-	7	7	5	4	1	10	11	6
Weighted total	9	1	3	*	-	1	-	3	7	1	1	*	2	5	4
Very Dissatisfied	2	1	*	-	-	-	-	-	2	-	-	-	-	1	*
	20%	100%	17%	-%	-%	-%	-%	-%	25%	-%	-%	-%	-%	26%	12%
Fairly Dissatisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	*	-
	5%	-%	16%	-%	-%	-%	-%	-%	7%	-%	-%	-%	-%	9%	-%
Neither Satisfied Nor Dissatisfied	1	-	*	-	-	*	-	*	-	*	*	-	1	1	-
	6%	-%	6%	-%	-%	30%	-%	5%	-%	20%	46%	-%	29%	11%	-%
Fairly Satisfied	4	-	2	-	-	-	-	3	4	*	-	-	*	2	2
	47%	-%	55%	-%	-%	-%	-%	75%	57%	20%	-%	-%	10%	36%	61%
Very Satisfied	1	-	-	*	-	-	-	*	*	*	-	-	*	*	1
	9%	-%	-%	100%	-%	-%	-%	3%	7%	36%	-%	-%	17%	2%	16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	*	-	-	*	-	1	*	*	*	*	1	1	*
	13%	-%	6%	-%	-%	70%	-%	17%	6%	23%	54%	100%	44%	16%	10%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	2	*	-	-	-	3	4	*	-	-	*	2	3
	56%	-%	55%	100%	-%	-%	-%	78%	63%	56%	-%	-%	26%	38%	78%
NET: Dissatisfied	2	1	1	-	-	-	-	-	2	-	-	-	-	2	*
	25%	100%	33%	-%	-%	-%	-%	-%	31%	-%	-%	-%	-%	35%	12%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 108 (continuation)

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Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	17	3	2	6	2	3	14	-	3	14	3	4	2	3	1	4	-
Weighted total	9	2	1	2	*	1	8	-	1	8	4	2	*	1	*	1	-
Very Dissatisfied	2	-	-	2	-	-	2	-	-	2	-	2	-	-	-	-	-
	20%	-%	-%	73%	-%	-%	22%	-%	-%	22%	-%	83%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	5%	-%	73%	-%	-%	-%	6%	-%	-%	6%	-%	-%	-%	-%	-%	46%	-%
Neither Satisfied Nor Dissatisfied	1	-	*	*	*	*	*	-	*	*	-	-	-	*	*	*	-
	6%	-%	27%	7%	50%	21%	4%	-%	21%	4%	-%	-%	-%	22%	100%	18%	-%
Fairly Satisfied	4	2	-	*	-	*	4	-	*	4	4	*	-	-	-	-	-
	47%	65%	-%	7%	-%	21%	50%	-%	21%	50%	90%	8%	-%	-%	-%	-%	-%
Very Satisfied	1	*	-	*	-	*	*	-	*	*	*	-	*	*	-	-	-
	9%	19%	-%	5%	-%	58%	4%	-%	58%	4%	10%	-%	33%	24%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	-	*	*	-	1	-	-	1	-	*	*	*	-	*	-
	13%	17%	-%	8%	50%	-%	15%	-%	-%	15%	-%	9%	67%	53%	-%	37%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	-	*	-	1	4	-	1	4	4	*	*	*	-	-	-
	56%	83%	-%	12%	-%	79%	53%	-%	79%	53%	100%	8%	33%	24%	-%	-%	-%
NET: Dissatisfied	2	-	*	2	-	-	2	-	-	2	-	2	-	-	-	*	-
	25%	-%	73%	73%	-%	-%	27%	-%	-%	27%	-%	83%	-%	-%	-%	46%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 108 (continuation)

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Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	17											
Weighted total	9											
Very Dissatisfied	2	1	-	*	-	-	2	-	2	-	1	*
	20%	33%	-%	48%	-%	-%	26%	-%	23%	-%	16%	54%
Fairly Dissatisfied	*	-	*	-	-	*	-	*	-	-	*	-
	5%	-%	12%	-%	-%	22%	-%	39%	-%	-%	6%	-%
Neither Satisfied Nor Dissatisfied	1	*	*	-	-	*	*	*	*	-	1	-
	6%	4%	9%	-%	-%	16%	3%	15%	4%	-%	6%	-%
Fairly Satisfied	4	2	2	-	-	*	4	*	4	-	4	-
	47%	46%	63%	-%	-%	8%	59%	14%	52%	-%	52%	-%
Very Satisfied	1	*	*	*	-	1	-	*	1	-	1	-
	9%	12%	5%	11%	-%	36%	-%	16%	7%	-%	10%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	*	*	-	*	1	*	1	-	1	*
	13%	5%	11%	41%	-%	18%	12%	15%	13%	-%	10%	46%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	3	*	-	1	4	*	5	-	5	-
	56%	58%	68%	11%	-%	44%	59%	30%	60%	-%	62%	-%
NET: Dissatisfied	2	1	*	*	-	*	2	*	2	-	2	*
	25%	33%	12%	48%	-%	22%	26%	39%	23%	-%	22%	54%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 108 (continuation)

Page 1063

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	17	8	5	4	16	14	16	16	8	12	16	15	-	2	14	17	10
Weighted total	9	4	3	1	7	4	7	9	3	5	8	8	-	*	8	9	4
Very Dissatisfied	2	2	-	-	2	2	2	2	1	2	1	2	-	-	2	2	*
	20%	41%	-%	-%	24%	40%	24%	20%	45%	32%	15%	21%	-%	-%	21%	20%	12%
Fairly Dissatisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	5%	-%	14%	-%	6%	11%	6%	5%	17%	9%	6%	5%	-%	-%	6%	5%	-%
Neither Satisfied Nor Dissatisfied	1	-	*	*	1	1	1	1	*	1	1	1	-	-	*	1	*
	6%	-%	10%	14%	7%	12%	7%	6%	12%	10%	6%	6%	-%	-%	4%	6%	9%
Fairly Satisfied	4	2	2	-	3	*	3	4	-	2	4	4	-	-	4	4	2
	47%	41%	73%	-%	36%	4%	36%	46%	-%	29%	50%	49%	-%	-%	51%	47%	40%
Very Satisfied	1	*	*	*	1	*	1	1	*	*	1	1	-	-	1	1	1
	9%	4%	3%	36%	10%	7%	10%	9%	11%	6%	9%	9%	-%	-%	8%	9%	19%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	1	1	1	1	1	*	1	1	1	-	*	1	1	1
	13%	13%	-%	50%	16%	27%	16%	14%	15%	14%	14%	9%	-%	100%	10%	13%	21%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	3	*	3	*	3	5	*	2	5	5	-	-	5	5	2
	56%	46%	76%	36%	46%	11%	46%	55%	11%	35%	59%	58%	-%	-%	59%	56%	59%
NET: Dissatisfied	2	2	*	-	2	2	2	2	2	2	2	2	-	-	2	2	*
	25%	41%	14%	-%	30%	50%	30%	25%	62%	41%	21%	26%	-%	-%	27%	25%	12%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 108 (continuation)

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Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	17	13	10	3	1	10	17	14	17	15	17	-	10	17	10	9	5	3
Weighted total	9	5	6	1	2	5	9	6	9	8	9	-	5	9	4	7	1	*
Very Dissatisfied	2	1	1	-	-	1	2	*	2	2	2	-	2	2	2	2	-	-
	20%	25%	22%	-%	-%	23%	20%	9%	20%	21%	20%	-%	34%	20%	48%	24%	-%	-%
Fairly Dissatisfied	*	-	*	*	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	5%	-%	8%	57%	-%	-%	5%	8%	5%	5%	5%	-%	-%	5%	-%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	*	*	-	*	1	1	1	*	1	-	*	1	*	*	*	-
	6%	10%	6%	43%	-%	3%	6%	9%	6%	4%	6%	-%	3%	6%	5%	5%	18%	-%
Fairly Satisfied	4	2	2	-	2	2	4	3	4	4	4	-	2	4	-	4	-	*
	47%	34%	43%	-%	100%	45%	47%	46%	47%	47%	47%	-%	31%	47%	-%	54%	-%	36%
Very Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	*	-	*
	9%	15%	13%	-%	-%	14%	9%	14%	9%	9%	9%	-%	13%	9%	21%	6%	-%	64%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	*	-	-	1	1	1	1	1	1	-	1	1	1	*	1	-
	13%	15%	7%	-%	-%	14%	13%	14%	13%	14%	13%	-%	19%	13%	26%	5%	82%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	3	-	2	3	5	3	5	5	5	-	2	5	1	4	-	*
	56%	49%	56%	-%	100%	59%	56%	60%	56%	56%	56%	-%	43%	56%	21%	60%	-%	100%
NET: Dissatisfied	2	1	2	*	-	1	2	1	2	2	2	-	2	2	2	2	-	-
	25%	25%	31%	57%	-%	23%	25%	17%	25%	26%	25%	-%	34%	25%	48%	30%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	17	*a	*b	*c	*a	*b	*b	*a	*b	*a	*b	*a	*b
Weighted total	9	6	5	6	12	5	-	11	1	6	9	11	6
Very Dissatisfied	2	1	*	-	6	2	-	7	*	4	4	6	3
Fairly Dissatisfied	20%	21%	38%	-%	8%	51%	20%	18%	-%	-%	31%	-%	65%
Neither Satisfied Nor Dissatisfied	*	-	*	*	*	-	*	*	-	*	-	*	-
Fairly Satisfied	5%	-%	-%	29%	7%	-%	5%	6%	-%	12%	-%	8%	-%
Very Satisfied	1	*	*	*	1	-	-	*	-	*	*	1	-
Have not Contacted / Not Applicable (DO NOT READ OUT)	6%	3%	14%	11%	8%	-%	6%	5%	-%	5%	8%	8%	-%
Don't Know / (DO NOT READ OUT)	4	4	-	*	4	-	-	4	-	2	2	4	*
NET: Satisfied	47%	67%	-%	11%	66%	-%	47%	56%	-%	63%	42%	65%	6%
NET: Dissatisfied	1	1	*	-	*	1	-	1	-	1	*	1	*
Columns Tested: a,b,c - a,b - a,b - a,b - a,b	9%	10%	15%	-%	2%	26%	9%	11%	-%	15%	5%	9%	7%
	1	-	*	1	1	1	-	*	*	*	1	1	1
	13%	-%	33%	49%	10%	23%	13%	5%	100%	5%	14%	10%	22%
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	5	5	*	*	4	1	-	5	-	3	2	5	*
	56%	76%	15%	11%	68%	26%	56%	66%	-%	78%	47%	74%	13%
	2	1	*	*	1	1	-	2	-	*	1	*	2
	25%	21%	38%	29%	15%	51%	25%	24%	-%	12%	31%	8%	65%

Professionalism and handling of any query / complaint (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	17	14	1	4	4	9
Weighted total	9	8	*	2	2	4
Very Dissatisfied	2	2	-	1	-	*
	20%	22%	-%	53%	-%	12%
Fairly Dissatisfied	*	-	*	*	-	-
	5%	-%	100%	19%	-%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	-	-	1
	6%	4%	-%	-%	-%	13%
Fairly Satisfied	4	4	-	-	2	3
	47%	52%	-%	-%	66%	64%
Very Satisfied	1	1	-	1	-	*
	9%	7%	-%	27%	-%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	1	*
	13%	15%	-%	-%	34%	9%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	5	-	1	2	3
	56%	59%	-%	27%	66%	67%
NET: Dissatisfied	2	2	*	2	-	*
	25%	22%	100%	73%	-%	12%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	Significance Level: 95%													
	Unweighted total	5	2	-	-	1	1	-	-	-	-	1	4	
	Weighted total	6	2	-	-	1	2	-	-	-	-	*	6	
	Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
	Fairly Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	*	
	3%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	
	Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
	Fairly Satisfied	2	2	-	-	-	-	-	-	-	-	-	2	
	27%	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	30%	
	Very Satisfied	*	-	-	-	-	-	-	-	-	-	-	*	
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	-	-	1	2	-	-	-	-	-	-	4	
62%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	67%	
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	2	2	-	-	-	-	-	-	-	-	-	*	2	
35%	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	30%	
NET: Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	*	
3%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 109 (continuation)

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Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	2	-	-	2	-	1	4	-	1	-	1	2	3
Weighted total	6	-	3	-	-	1	-	2	6	-	*	-	*	1	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	-	*	*	-
	3%	-%	-%	-%	-%	13%	-%	-%	-%	-%	100%	-%	100%	13%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	27%	-%	-%	-%	-%	-%	-%	100%	28%	-%	-%	-%	-%	-%	36%
Very Satisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	8%	-%	16%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	2	-	-	1	-	-	4	-	-	-	-	1	2
	62%	-%	84%	-%	-%	87%	-%	-%	64%	-%	-%	-%	-%	87%	54%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	*	-	-	-	-	2	2	-	-	-	-	-	2
	35%	-%	16%	-%	-%	-%	-%	100%	36%	-%	-%	-%	-%	-%	46%
NET: Dissatisfied	*	-	-	-	-	*	-	-	-	-	*	-	*	*	-
	3%	-%	-%	-%	-%	13%	-%	-%	-%	-%	100%	-%	100%	13%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 109 (continuation)

Page 1069

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	5	1	-	2	-	2	3	-	2	3	1	3	-	-	-	-	-
Weighted total	6	2	-	1	-	4	2	-	4	2	2	2	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	3%	-%	-%	29%	-%	-%	10%	-%	-%	10%	-%	8%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-
	27%	-%	-%	-%	-%	40%	-%	-%	40%	-%	-%	71%	-%	-%	-%	-%	-%
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	8%	-%	-%	71%	-%	-%	24%	-%	-%	24%	-%	20%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	-	-	-	2	1	-	2	1	2	-	-	-	-	-	-
	62%	100%	-%	-%	-%	60%	66%	-%	60%	66%	100%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	-	*	-	2	*	-	2	*	-	2	-	-	-	-	-
	35%	-%	-%	71%	-%	40%	24%	-%	40%	24%	-%	92%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	3%	-%	-%	29%	-%	-%	10%	-%	-%	10%	-%	8%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 109 (continuation)

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Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	-	1	1	1	3	2	2	3	-	3	2
Weighted total	6	4	-	*	1	4	2	2	4	-	4	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	*	-	-	*	-
3%	-%	-%	-%	-%	100%	4%	-%	10%	-%	-%	4%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	-	2	-	2	-	-	2	-
27%	40%	-%	-%	-%	-%	38%	-%	90%	-%	-%	38%	-%
Very Satisfied	*	-	-	*	-	-	*	-	*	-	-	*
8%	-%	-%	100%	-%	-%	-%	27%	-%	11%	-%	-%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	-	-	1	2	1	-	4	-	2	1
62%	60%	-%	-%	100%	-%	57%	73%	-%	89%	-%	57%	73%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	*	-	2	*	2	*	-	2	*
35%	40%	-%	100%	-%	-%	38%	27%	90%	11%	-%	38%	27%
NET: Dissatisfied	*	-	-	-	*	*	-	*	-	-	*	-
3%	-%	-%	-%	-%	100%	4%	-%	10%	-%	-%	4%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	1	2	4	3	4	5	1	3	4	4	-	1	4	4	2
Weighted total	6	3	2	1	5	2	5	6	*	4	6	4	-	2	4	5	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
	3%	-%	-%	13%	4%	8%	4%	3%	100%	-%	3%	4%	-%	-%	5%	4%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	2	-	2	2	2	2	-	-	2	-	-	2	2	2	2
	27%	-%	100%	-%	35%	71%	35%	27%	-%	-%	30%	-%	-%	100%	46%	35%	78%
Very Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	8%	16%	-%	-%	10%	20%	10%	8%	-%	11%	-%	11%	-%	-%	13%	10%	22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	-	1	2	-	2	4	-	4	4	4	-	-	1	2	-
	62%	84%	-%	87%	51%	-%	51%	62%	-%	89%	67%	85%	-%	-%	35%	51%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	2	-	2	2	2	2	-	*	2	*	-	2	2	2	2
	35%	16%	100%	-%	45%	92%	45%	35%	-%	11%	30%	11%	-%	100%	59%	45%	100%
NET: Dissatisfied	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
	3%	-%	-%	13%	4%	8%	4%	3%	100%	-%	3%	4%	-%	-%	5%	4%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 109 (continuation)

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Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	3	3	-	1	2	5	4	5	4	5	-	3	5	2	4	1	-
Weighted total	6	4	4	-	*	4	6	5	6	5	6	-	2	6	2	4	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	*	-	*	-	*	*	*	*	*	-	*	*	-	*	-	-
	3%	4%	4%	-%	100%	-%	3%	4%	3%	4%	3%	-%	8%	3%	-%	5%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	2	-	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	27%	38%	38%	-%	-%	40%	27%	35%	27%	35%	27%	-%	71%	27%	78%	46%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	8%	-%	-%	-%	-%	-%	8%	10%	8%	10%	8%	-%	20%	8%	22%	13%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	2	-	-	2	4	2	4	2	4	-	-	4	-	1	2	-
	62%	57%	57%	-%	-%	60%	62%	51%	62%	51%	62%	-%	-%	62%	-%	35%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	2	-	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	35%	38%	38%	-%	-%	40%	35%	45%	35%	45%	35%	-%	92%	35%	100%	59%	-%	-%
NET: Dissatisfied	*	*	*	-	*	-	*	*	*	*	*	-	*	*	-	*	-	-
	3%	4%	4%	-%	100%	-%	3%	4%	3%	4%	3%	-%	8%	3%	-%	5%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	5	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*b
Weighted total	6	4	1	-	2	3	5	-	2	-	-	3	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Dissatisfied	3%	-	-	-	-	-	-	-	-	-	-	-	-
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Satisfied	2	2	-	-	-	2	2	-	2	-	2	2	-
Very Satisfied	27%	30%	-	-	-	53%	27%	-	90%	-	38%	38%	-
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	-	-	2	1	4	-	-	-	2	2	1
Don't Know / (DO NOT READ OUT)	62%	67%	-	-	84%	41%	62%	-	-	-	57%	57%	73%
NET: Satisfied	2	2	*	-	*	2	2	-	2	-	2	2	*
NET: Dissatisfied	35%	30%	100%	-	16%	53%	35%	-	90%	-	38%	38%	27%
	*	*	-	-	-	*	*	-	*	-	*	*	-
	3%	3%	-	-	-	6%	3%	-	10%	-	4%	4%	-

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%	*a	*b	*a	*b	*c	*d
Unweighted total	5	3	1	1	2	1
Weighted total	6	4	2	*	3	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	-	-
	3%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	2	-
	27%	-%	-%	-%	56%	-%
Very Satisfied	*	-	-	-	-	*
	8%	11%	-%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	2	-	1	-
	62%	-%	100%	-%	44%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	-	-	2	*
	35%	100%	-%	-%	56%	100%
NET: Dissatisfied	*	-	-	*	-	-
	3%	-%	-%	100%	-%	-%
Columns Tested: a,b - a,b,c,d						

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Table 110

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Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	18	1	-	3	1	1	2	1	3	2	1	2	1	14
Weighted total	21	2	-	8	*	*	3	*	4	1	*	1	*	19
Very Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	12%	-%	-%	-%	-%	-%	93%	-%	-%	-%	-%	-%	-%	13%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	8%	-%	-%	-%	-%	-%	-%	-%	37%	-%	-%	-%	-%	9%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	5	-	-	2	*	-	-	*	-	1	-	-	*	4
	22%	-%	-%	31%	100%	-%	-%	100%	-%	88%	-%	-%	100%	22%
Very Satisfied	1	-	-	-	-	-	*	-	1	-	-	-	-	1
	7%	-%	-%	-%	-%	-%	7%	-%	28%	-%	-%	-%	-%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	2	-	5	-	*	-	-	2	*	*	*	-	9
	49%	100%	-%	69%	-%	100%	-%	-%	35%	12%	100%	50%	-%	49%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%
NET: Satisfied	6	-	-	2	*	-	*	*	1	1	-	-	*	6
	29%	-%	-%	31%	100%	-%	7%	100%	28%	88%	-%	-%	100%	30%
NET: Dissatisfied	4	-	-	-	-	-	2	-	2	-	-	-	-	4
	20%	-%	-%	-%	-%	-%	93%	-%	37%	-%	-%	-%	-%	22%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 110 (continuation)

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Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	18	-	5	-	-	10	-	3	13	1	3	1	5	10	8
Weighted total	21	-	6	-	-	12	-	2	20	*	1	*	1	16	5
Very Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	12%	-%	40%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	15%	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	8%	-%	28%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	36%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	5	-	2	-	-	3	-	-	4	*	*	-	*	3	2
	22%	-%	29%	-%	-%	23%	-%	-%	21%	100%	36%	-%	40%	17%	41%
Very Satisfied	1	-	-	-	-	1	-	-	1	-	-	*	*	1	*
	7%	-%	-%	-%	-%	12%	-%	-%	6%	-%	-%	100%	19%	8%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	-	*	-	-	8	-	2	10	-	*	-	*	10	*
	49%	-%	3%	-%	-%	62%	-%	100%	49%	-%	64%	-%	41%	60%	9%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	-%	4%	-%	-%	2%	-%	-%	-%	-%	-%	10%
NET: Satisfied	6	-	2	-	-	4	-	-	5	*	*	*	1	4	2
	29%	-%	29%	-%	-%	35%	-%	-%	28%	100%	36%	100%	59%	25%	45%
NET: Dissatisfied	4	-	4	-	-	-	-	-	4	-	-	-	-	2	2
	20%	-%	68%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	15%	36%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 110 (continuation)

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Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	18	6	1	1	1	5	13	1	4	13	3	6	2	2	1	3	-	
Weighted total	21	11	*	*	*	7	13	2	6	13	4	9	3	1	*	1	-	
Very Dissatisfied	2	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	
	12%	22%	-%	-%	-%	-%	18%	-%	-%	18%	-%	-%	91%	-%	-%	-%	-%	
Fairly Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-	
	8%	-%	-%	-%	-%	22%	-%	-%	28%	-%	-%	18%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Satisfied	5	2	-	*	-	-	5	-	-	5	1	3	-	-	*	*	-	
	22%	23%	-%	100%	-%	-%	35%	-%	-%	35%	30%	32%	-%	-%	100%	25%	-%	
Very Satisfied	1	1	-	-	-	1	*	-	1	*	1	-	-	-	-	*	-	
	7%	12%	-%	-%	-%	17%	1%	-%	22%	1%	30%	-%	-%	-%	-%	21%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	5	-	-	*	4	6	2	3	6	2	4	*	*	-	*	-	
	49%	43%	-%	-%	100%	61%	42%	100%	50%	42%	40%	49%	9%	27%	-%	54%	-%	
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	
	2%	-%	100%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	73%	-%	-%	-%	
NET: Satisfied	6	4	-	*	-	1	5	-	1	5	3	3	-	-	*	*	-	
	29%	35%	-%	100%	-%	17%	36%	-%	22%	36%	60%	32%	-%	-%	100%	46%	-%	
NET: Dissatisfied	4	2	-	-	-	2	2	-	2	2	-	2	-	-	-	-	-	
	20%	22%	-%	-%	-%	22%	18%	-%	28%	18%	-%	18%	91%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 110 (continuation)

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Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	18	5	2	4	2	5	5	9	5	13	-	16	2
Weighted total	21	8	1	5	1	6	9	11	6	15	-	17	4
Very Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-
	12%	-%	-%	51%	-%	-%	-%	22%	-%	16%	-%	14%	-%
Fairly Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-
	8%	-%	-%	35%	-%	-%	-%	15%	-%	11%	-%	10%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	5	2	-	1	1	*	3	2	2	2	-	4	*
	22%	30%	-%	14%	87%	4%	28%	18%	41%	15%	-%	24%	13%
Very Satisfied	1	1	-	-	*	-	1	-	*	1	-	1	-
	7%	15%	-%	-%	13%	-%	15%	-%	3%	9%	-%	8%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	4	1	-	-	5	5	5	3	7	-	7	3
	49%	49%	100%	-%	-%	96%	52%	46%	56%	46%	-%	41%	87%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	*	-	*	-
	2%	6%	-%	-%	-%	-%	5%	-%	-%	3%	-%	3%	-%
NET: Satisfied	6	4	-	1	1	*	4	2	3	3	-	6	*
	29%	45%	-%	14%	100%	4%	43%	18%	44%	23%	-%	32%	13%
NET: Dissatisfied	4	-	-	4	-	-	-	4	-	4	-	4	-
	20%	-%	-%	86%	-%	-%	-%	36%	-%	28%	-%	24%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	18	8	2	8	16	14	16	17	8	12	14	15	-	3	15	16	6
Weighted total	21	11	3	7	16	14	16	18	4	12	15	19	-	2	16	16	4
Very Dissatisfied	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	12%	-%	93%	-%	15%	17%	15%	13%	-%	20%	16%	13%	-%	-%	-%	15%	-%
Fairly Dissatisfied	2	2	-	-	2	-	2	2	-	2	2	2	-	-	2	2	-
	8%	15%	-%	-%	10%	-%	10%	9%	-%	14%	11%	9%	-%	-%	10%	10%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	5	*	*	4	5	5	5	5	*	5	4	5	-	-	5	5	3
	22%	4%	7%	57%	29%	33%	29%	25%	9%	39%	27%	24%	-%	-%	28%	29%	73%
Very Satisfied	1	1	-	*	1	1	1	1	*	-	1	-	-	1	1	1	*
	7%	11%	-%	3%	9%	10%	9%	8%	4%	-%	10%	-%	-%	87%	9%	9%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	7	-	3	5	5	5	8	3	3	5	10	-	*	8	5	1
	49%	65%	-%	41%	34%	39%	34%	42%	76%	23%	36%	52%	-%	13%	50%	34%	22%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	-	*	*	*	*	-	*	-	-	*	*	-
	2%	4%	-%	-%	3%	-%	3%	3%	11%	4%	-%	2%	-%	-%	3%	3%	-%
NET: Satisfied	6	2	*	4	6	6	6	6	1	5	6	5	-	1	6	6	3
	29%	16%	7%	59%	38%	44%	38%	33%	13%	39%	37%	24%	-%	87%	37%	38%	78%
NET: Dissatisfied	4	2	2	-	4	2	4	4	-	4	4	4	-	-	2	4	-
	20%	15%	93%	-%	26%	17%	26%	22%	-%	34%	27%	21%	-%	-%	10%	26%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 110 (continuation)

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Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	18	12	10	-	1	15	18	17	18	18	18	-	15	18	5	8	9	1
Weighted total	21	12	10	-	2	15	21	19	21	21	21	-	16	21	6	5	13	3
Very Dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	12%	-%	23%	-%	-%	16%	12%	13%	12%	12%	12%	-%	-%	12%	-%	-%	19%	-%
Fairly Dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	8%	14%	-%	-%	-%	11%	8%	9%	8%	8%	8%	-%	10%	8%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	5	3	4	-	2	2	5	5	5	5	5	-	5	5	3	2	2	-
	22%	23%	38%	-%	100%	11%	22%	24%	22%	22%	22%	-%	28%	22%	51%	43%	19%	-%
Very Satisfied	1	1	*	-	-	1	1	1	1	1	1	-	1	1	*	-	1	-
	7%	12%	2%	-%	-%	10%	7%	8%	7%	7%	7%	-%	8%	7%	3%	-%	11%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	5	3	-	-	7	10	8	10	10	10	-	8	10	3	3	4	3
	49%	46%	32%	-%	-%	48%	49%	44%	49%	49%	49%	-%	51%	49%	46%	57%	33%	100%
Don't Know / (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	2%	4%	5%	-%	-%	3%	2%	2%	2%	2%	2%	-%	3%	2%	-%	-%	4%	-%
NET: Satisfied	6	4	4	-	2	3	6	6	6	6	6	-	6	6	3	2	4	-
	29%	35%	40%	-%	100%	21%	29%	32%	29%	29%	29%	-%	36%	29%	54%	43%	31%	-%
NET: Dissatisfied	4	2	2	-	-	4	4	4	4	4	4	-	2	4	-	-	4	-
	20%	14%	23%	-%	-%	28%	20%	21%	20%	20%	20%	-%	10%	20%	-%	-%	32%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	5	10	12	6	17	1	12	1	3	13	7	11
Weighted total	2	5	13	12	8	20	*	15	2	4	13	9	12
Very Dissatisfied	2	2	-	2	2	2	-	2	-	2	-	2	-
	12%	-	46%	-	28%	12%	-	16%	-	58%	-	28%	-
Fairly Dissatisfied	2	-	2	2	-	2	-	-	2	-	2	2	-
	8%	-	12%	14%	-	8%	-	-	100%	-	13%	19%	-
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Satisfied	5	*	4	2	3	5	-	4	-	1	3	4	1
	22%	11%	29%	16%	32%	22%	-	27%	-	31%	22%	45%	5%
Very Satisfied	1	-	1	*	1	1	*	1	-	-	1	-	1
	7%	-	11%	2%	15%	6%	100%	10%	-	-	11%	-	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	2	6	8	2	10	-	6	-	*	7	*	10
	49%	89%	44%	65%	25%	49%	-	43%	-	11%	51%	3%	83%
Don't Know / (DO NOT READ OUT)	*	-	*	*	-	*	-	*	-	-	*	*	-
	2%	-	4%	4%	-	2%	-	3%	-	-	4%	5%	-
NET: Satisfied	6	*	5	2	4	6	*	5	-	1	4	4	2
	29%	11%	40%	17%	46%	29%	100%	37%	-	31%	33%	45%	17%
NET: Dissatisfied	4	-	2	2	2	4	-	2	2	2	2	4	-
	20%	-	12%	14%	28%	20%	-	16%	100%	58%	13%	47%	-

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	18	16	1	3	3	3	9
Weighted total	21	18	2	6	2	4	8
Very Dissatisfied	2	-	2	-	-	-	2
	12%	-%	100%	-%	-%	-%	30%
Fairly Dissatisfied	2	2	-	-	-	-	2
	8%	9%	-%	-%	-%	-%	21%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	5	5	-	2	*	1	*
	22%	25%	-%	40%	11%	32%	6%
Very Satisfied	1	1	-	1	-	-	*
	7%	8%	-%	20%	-%	-%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	10	-	2	2	3	3
	49%	55%	-%	40%	89%	68%	35%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*
	2%	3%	-%	-%	-%	-%	6%
NET: Satisfied	6	6	-	4	*	1	1
	29%	33%	-%	60%	11%	32%	8%
NET: Dissatisfied	4	2	2	-	-	-	4
	20%	9%	100%	-%	-%	-%	51%

Columns Tested: a,b - a,b,c,d

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	3	-	1	-	1	-	-	-	-	1	-	-	2	
Weighted total	2	-	1	-	*	-	-	-	-	-	-	-	1	
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	1	-	1	-	-	-	-	-	-	-	-	-	1	
	80%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	88%	
Fairly Satisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	
	9%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	
Very Satisfied	*	-	-	-	*	-	-	-	-	-	-	-	*	
	11%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	12%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	*	-	-	-	*	-	-	-	-	*	-	-	*	
	20%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	12%	
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 111 (continuation)

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Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		^a	^b	^c	^d	^e	^f	^g	^a	^b	^c	^d	^e	^a	^b
Unweighted total	3	-	1	-	-	-	-	1	1	2	-	-	2	2	1
Weighted total	2	-	*	-	-	-	-	*	1	*	-	-	*	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	80%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	90%	-%
Fairly Satisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	9%	-%	-%	-%	-%	-%	-%	100%	-%	43%	-%	-%	43%	10%	-%
Very Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	11%	-%	100%	-%	-%	-%	-%	-%	-%	57%	-%	-%	57%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	*	-	*	-	-	*	*	*
	20%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	10%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 111 (continuation)

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Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																
Unweighted total	3	2	-	1	-	3	-	-	3	-	2	-	1	-	-	-
Weighted total	2	*	-	1	-	2	-	-	2	-	1	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	-	1	-	-	1	-	1	-	-	-	-	-
	80%	-%	-%	100%	-%	80%	-%	-%	80%	-%	90%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	9%	43%	-%	-%	-%	9%	-%	-%	9%	-%	10%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	11%	57%	-%	-%	-%	11%	-%	-%	11%	-%	-%	-%	100%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	-	-	*	-	*	-	*	-	-	-
	20%	100%	-%	-%	-%	20%	-%	-%	20%	-%	10%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

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Table 111 (continuation)

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Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	3											
Weighted total	2											
Very Dissatisfied	-											
	-%											
Fairly Dissatisfied	-											
	-%											
Neither Satisfied Nor Dissatisfied	1											
	80%											
Fairly Satisfied	*											
	9%											
Very Satisfied	*											
	11%											
Have not Contacted / Not Applicable (DO NOT READ OUT)	-											
	-%											
Don't Know / (DO NOT READ OUT)	-											
	-%											
NET: Satisfied	*											
	20%											
NET: Dissatisfied	-											
	-%											
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	-	1	2	3	3	3	2	2	2	2	3	-	-	2	3	1
Weighted total	2	-	*	1	2	2	2	1	1	1	1	2	-	-	1	2	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	1	1	1	1	1	1	1	1	-	-	1	1	1
	80%	-%	-%	90%	80%	80%	80%	88%	88%	88%	88%	80%	-%	-%	88%	80%	100%
Fairly Satisfied	*	-	-	*	*	*	*	-	-	-	-	*	-	-	-	*	-
	9%	-%	-%	10%	9%	9%	9%	-%	-%	-%	-%	9%	-%	-%	-%	9%	-%
Very Satisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	11%	-%	100%	-%	11%	11%	11%	12%	12%	12%	12%	11%	-%	-%	12%	11%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	20%	-%	100%	10%	20%	20%	20%	12%	12%	12%	12%	20%	-%	-%	12%	20%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 111 (continuation)

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Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	3	1	-	-	3	3	3	3	3	3	-	2	3	-	2	1	-
Weighted total	2	2	1	-	-	2	2	2	2	2	2	-	1	2	-	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	80%	80%	100%	-%	-%	80%	80%	80%	80%	80%	80%	-%	90%	80%	-%	90%	-%	-%
Fairly Satisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	9%	9%	-%	-%	-%	9%	9%	9%	9%	9%	9%	-%	10%	9%	-%	10%	-%	-%
Very Satisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	11%	11%	-%	-%	-%	11%	11%	11%	11%	11%	11%	-%	-%	11%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	*	-
	20%	20%	-%	-%	-%	20%	20%	20%	20%	20%	20%	-%	10%	20%	-%	10%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	3												
Weighted total	2												
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1			1		1		1			1		1
	80%	-%	90%	-%	88%	-%	80%	-%	80%	-%	80%	-%	90%
Fairly Satisfied	*	*	*	*	*	*	*	*	*	*	*	*	*
	9%	-%	10%	-%	-%	100%	9%	-%	9%	-%	9%	-%	10%
Very Satisfied	*	-	*	*	-	*	-	*	-	-	*	*	-
	11%	-%	-%	100%	12%	-%	11%	-%	11%	-%	11%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	*	*	*	*	*	*	*	*	*	*	*
	20%	-%	10%	100%	12%	100%	20%	-%	20%	-%	20%	100%	10%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	3	2	-	1	-	1	1
Weighted total	2	1	-	1	-	*	*
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	-	1	-	-	-
	80%	88%	-%	100%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	*	-
	9%	-%	-%	-%	-%	100%	-%
Very Satisfied	*	*	-	-	-	-	*
	11%	12%	-%	-%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	*
	20%	12%	-%	-%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Have not Contacted / Not Applicable (DO NOT READ OUT) Don't Know / (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	16	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	1	-	-	1	3	1	1	1	1	2	3	2	9	
	17	1	-	-	1	4	2	2	2	1	1	1	14	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	2	-	-	-	-	1	-	-	-	-	-	1	-	1
	13%	-%	-%	-%	-%	36%	-%	-%	-%	-%	-%	66%	-%	10%
	5	-	-	-	-	-	-	2	-	1	1	-	-	4
	26%	-%	-%	-%	-%	-%	-%	100%	-%	100%	100%	-%	-%	26%
	2	-	-	-	-	1	-	-	-	-	-	-	*	1
	10%	-%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	46%	9%
	9	1	-	-	1	1	2	-	2	-	-	*	*	8
	50%	100%	-%	-%	100%	32%	100%	-%	100%	-%	-%	34%	54%	55%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
6	-	-	-	-	1	-	2	-	1	1	-	*	5	
36%	-%	-%	-%	-%	32%	-%	100%	-%	100%	100%	-%	46%	35%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 112 (continuation)

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Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	16	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Weighted total	17	1	5	-	1	5	-	4	16	-	-	-	-	6	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Dissatisfied	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	*	-	-	*	1	-	-	2	-	-	-	-	2	*
Fairly Satisfied	13%	100%	-%	-%	100%	24%	-%	-%	13%	-%	-%	-%	-%	32%	4%
Very Satisfied	5	-	4	-	-	-	-	*	5	-	-	-	-	*	4
	26%	-%	62%	-%	-%	-%	-%	11%	26%	-%	-%	-%	-%	8%	35%
	2	-	1	-	-	*	-	-	2	-	-	-	-	-	2
	10%	-%	19%	-%	-%	7%	-%	-%	10%	-%	-%	-%	-%	-%	15%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	1	-	-	4	-	3	9	-	-	-	-	3	5
	50%	-%	19%	-%	-%	69%	-%	89%	50%	-%	-%	-%	-%	59%	46%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	5	-	-	*	-	*	6	-	-	-	-	*	6
	36%	-%	81%	-%	-%	7%	-%	11%	36%	-%	-%	-%	-%	8%	50%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 112 (continuation)

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Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	9	2	-	-	5	11	2	3	11	7	4	3	-	2	-	-
Weighted total	17	10	2	-	-	5	12	2	3	12	10	3	3	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	1	-	-	-	1	1	*	*	1	2	*	-	-	-	-	-
	13%	8%	-%	-%	-%	16%	12%	20%	14%	12%	18%	18%	-%	-%	-%	-%	-%
Fairly Satisfied	5	3	-	-	-	-	5	-	-	5	4	1	-	-	-	-	-
	26%	28%	-%	-%	-%	-%	38%	-%	-%	38%	37%	33%	-%	-%	-%	-%	-%
Very Satisfied	2	1	-	-	-	*	1	-	*	1	*	1	-	-	-	-	-
	10%	12%	-%	-%	-%	8%	11%	-%	12%	11%	4%	49%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	5	2	-	-	4	5	2	2	5	4	-	3	-	2	-	-
	50%	51%	100%	-%	-%	76%	39%	80%	73%	39%	41%	-%	100%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	-	-	-	*	6	-	*	6	4	2	-	-	-	-	-
	36%	40%	-%	-%	-%	8%	49%	-%	12%	49%	41%	82%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Table 112 (continuation)

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Base: All of the respondents who have contacted Parcelforce with a complaint

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	16	4	1	11	12	10	14	13	5	11	12	12	-	3	8	13	3
Weighted total	17	2	2	13	10	11	14	15	6	11	12	14	-	3	9	12	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	1	-	1	1	2	2	1	*	1	2	1	-	*	2	1	-
	13%	50%	-%	11%	9%	17%	17%	9%	8%	13%	19%	11%	-%	12%	20%	7%	-%
Fairly Satisfied	5	-	-	5	2	4	5	5	-	5	2	5	-	-	2	5	-
	26%	-%	-%	35%	22%	39%	34%	30%	-%	41%	18%	34%	-%	-%	19%	38%	-%
Very Satisfied	2	*	-	1	*	-	*	2	-	2	-	2	-	-	1	*	*
	10%	23%	-%	10%	4%	-%	3%	11%	-%	15%	-%	12%	-%	-%	14%	3%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	*	2	6	6	5	6	7	6	3	8	6	-	3	4	6	3
	50%	26%	100%	45%	65%	44%	47%	49%	92%	31%	63%	43%	-%	88%	46%	52%	86%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	*	-	6	3	4	5	6	-	6	2	6	-	-	3	5	*
	36%	23%	-%	44%	26%	39%	36%	41%	-%	56%	18%	46%	-%	-%	34%	41%	14%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 112 (continuation)

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Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	16	8	6	3	1	12	16	13	16	15	16	-	11	16	5	7	8	1
Weighted total	17	8	5	4	1	13	17	14	17	17	17	-	14	17	6	8	9	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	*	*	1	1	1	2	2	2	2	2	-	1	2	-	1	1	-
	13%	5%	9%	34%	100%	7%	13%	17%	13%	11%	13%	-%	10%	13%	-%	18%	10%	-%
Fairly Satisfied	5	3	2	3	-	2	5	5	5	5	5	-	5	5	*	4	-	*
	26%	40%	32%	66%	-%	14%	26%	33%	26%	27%	26%	-%	32%	26%	8%	54%	-%	100%
Very Satisfied	2	-	-	-	-	1	2	-	2	2	2	-	2	2	-	-	2	-
	10%	-%	-%	-%	-%	10%	10%	-%	10%	10%	10%	-%	12%	10%	-%	-%	19%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	5	3	-	-	9	9	7	9	9	9	-	7	9	5	2	7	-
	50%	55%	58%	-%	-%	69%	50%	51%	50%	52%	50%	-%	46%	50%	92%	28%	72%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	2	3	-	3	6	5	6	6	6	-	6	6	*	4	2	*
	36%	40%	32%	66%	-%	24%	36%	33%	36%	37%	36%	-%	44%	36%	8%	54%	19%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c																		

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	16	3	10	10	6	16	-	12	-	4	11	6	10
Weighted total	17	4	3	8	9	17	-	15	-	4	13	6	11
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	2	*	2	-	2	-	1	1	2	*
13%	44%	-%	4%	22%	5%	13%	-%	16%	-%	32%	7%	28%	4%
Fairly Satisfied	5	2	*	2	2	5	-	4	-	1	3	4	*
26%	56%	16%	17%	26%	27%	26%	-%	28%	-%	29%	27%	64%	4%
Very Satisfied	2	-	-	*	1	2	-	1	-	-	1	-	2
10%	-%	-%	17%	5%	14%	10%	-%	9%	-%	-%	10%	-%	16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	3	4	5	9	-	7	-	2	7	*	8
50%	-%	84%	62%	47%	54%	50%	-%	47%	-%	39%	56%	7%	76%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	2	*	3	4	6	-	5	-	1	5	4	2
36%	56%	16%	34%	31%	41%	36%	-%	37%	-%	29%	37%	64%	19%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%	*a	*b	*a	*b	*c	*d
Unweighted total	16	15	4	4	2	6
Weighted total	17	17	5	3	3	7
Very Dissatisfied	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	2	-	*
13%	11%	-%	-%	70%	-%	7%
Fairly Satisfied	5	5	2	*	1	*
26%	27%	-%	45%	15%	50%	7%
Very Satisfied	2	2	1	*	-	-
10%	10%	-%	24%	15%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	9	2	-	1	6
50%	52%	-%	31%	-%	50%	86%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	6	4	1	1	*
36%	37%	-%	69%	30%	50%	7%
NET: Dissatisfied	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d						

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	1	-	-	1	1	1	-	2	-	-	-	1	6
Weighted total	10	2	-	-	1	1	3	-	3	-	-	-	*	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	15%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	16%	-%	-%	-%	-%	-%	-%	-%	51%	-%	-%	-%	-%	17%
Very Satisfied	6	-	-	-	-	1	3	-	2	-	-	-	*	6
	57%	-%	-%	-%	-%	100%	100%	-%	49%	-%	-%	-%	100%	55%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	1	-	-	-	-	-	-	-	-	1
	12%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	13%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	-	-	-	1	3	-	3	-	-	-	*	7
	73%	-%	-%	-%	-%	100%	100%	-%	100%	-%	-%	-%	100%	72%
NET: Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	15%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	7	-	3	-	-	3	-	1	7	-	-	-	-	3	4
Weighted total	10	-	4	-	-	4	-	3	10	-	-	-	-	5	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	15%	-%	44%	-%	-%	-%	-%	-%	15%	-%	-%	-%	-%	-%	31%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	16%	-%	-%	-%	-%	38%	-%	-%	16%	-%	-%	-%	-%	-%	32%
Very Satisfied	6	-	2	-	-	1	-	3	6	-	-	-	-	4	2
	57%	-%	56%	-%	-%	33%	-%	100%	57%	-%	-%	-%	-%	77%	37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	12%	-%	-%	-%	-%	29%	-%	-%	12%	-%	-%	-%	-%	23%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	2	-	-	3	-	3	8	-	-	-	-	4	4
	73%	-%	56%	-%	-%	71%	-%	100%	73%	-%	-%	-%	-%	77%	69%
NET: Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	15%	-%	44%	-%	-%	-%	-%	-%	15%	-%	-%	-%	-%	-%	31%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 113 (continuation)

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Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	7	4	-	1	-	4	3	-	4	3	4	2	-	1	-	-	-
Weighted total	10	7	-	*	-	7	3	-	7	3	7	2	-	1	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	15%	22%	-%	-%	-%	22%	-%	-%	22%	-%	22%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	16%	24%	-%	-%	-%	23%	-%	-%	23%	-%	23%	-%	-%	-%	-%	-%	-%
Very Satisfied	6	3	-	*	-	4	2	-	4	2	4	2	-	-	-	-	-
	57%	36%	-%	100%	-%	55%	62%	-%	55%	62%	55%	100%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-
	12%	18%	-%	-%	-%	-%	38%	-%	-%	38%	-%	-%	-%	100%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	4	-	*	-	6	2	-	6	2	6	2	-	-	-	-	-
	73%	60%	-%	100%	-%	78%	62%	-%	78%	62%	78%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	15%	22%	-%	-%	-%	22%	-%	-%	22%	-%	22%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 113 (continuation)

Page 1102

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	7	3	2	-	1	5	2	5	2	-	6	1
Weighted total	10	6	3	-	2	8	2	7	3	-	9	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	-	2	-	2	-	-	2
	15%	27%	-%	-%	-%	-%	77%	-%	50%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	-	2	-	2	-	-	2	-
	16%	29%	-%	-%	-%	20%	-%	23%	-%	-%	19%	-%
Very Satisfied	6	3	1	-	2	6	*	4	2	-	6	-
	57%	44%	53%	-%	100%	66%	23%	60%	50%	-%	67%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	1	-	1	-	-	1	-
	12%	-%	47%	-%	-%	15%	-%	17%	-%	-%	14%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	4	1	-	2	7	*	6	2	-	8	-
	73%	73%	53%	-%	100%	85%	23%	83%	50%	-%	86%	-%
NET: Dissatisfied	2	2	-	-	-	-	2	-	2	-	-	2
	15%	27%	-%	-%	-%	-%	77%	-%	50%	-%	-%	100%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	7	1	1	5	4	5	6	7	1	7	3	7	-	-	3	7	3
Weighted total	10	2	3	6	6	7	9	10	1	10	3	10	-	-	4	10	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	2	-	2	2	-	2	2	2	-	-	-	2	2
	15%	100%	-%	-%	26%	-%	18%	15%	-%	15%	45%	15%	-%	-%	-%	15%	48%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	2	-	-	-	2	-	2	-	2	-	-	-	2	-
	16%	-%	-%	26%	-%	-%	-%	16%	-%	16%	-%	16%	-%	-%	-%	16%	-%
Very Satisfied	6	-	3	3	5	6	6	6	1	6	2	6	-	-	4	6	*
	57%	-%	100%	54%	74%	83%	68%	57%	100%	57%	55%	57%	-%	-%	100%	57%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	1	1	1	-	1	-	1	-	-	-	1	1
	12%	-%	-%	20%	-%	17%	14%	12%	-%	12%	-%	12%	-%	-%	-%	12%	38%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	3	5	5	6	6	8	1	8	2	8	-	-	4	8	*
	73%	-%	100%	80%	74%	83%	68%	73%	100%	73%	55%	73%	-%	-%	100%	73%	14%
NET: Dissatisfied	2	2	-	-	2	-	2	2	-	2	2	2	-	-	-	2	2
	15%	100%	-%	-%	26%	-%	18%	15%	-%	15%	45%	15%	-%	-%	-%	15%	48%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 113 (continuation)

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Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	7	3	5	1	-	5	7	3	7	6	6	4	7	3	3	2	2
Weighted total	10	4	7	2	-	7	10	3	10	9	9	6	10	5	4	3	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	-	2	2	2	-	2	2	2	-	2	-
	15%	-%	-%	-%	-%	15%	-%	15%	18%	18%	-%	26%	15%	34%	-%	50%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	2	-	-	2	-	2	-	2	-	-	2	-	2	-	-
	16%	-%	22%	-%	-%	16%	-%	16%	-%	19%	-%	-%	16%	-%	38%	-%	-%
Very Satisfied	6	4	5	2	-	4	6	2	6	6	4	5	6	3	1	2	3
	57%	100%	61%	100%	-%	60%	57%	60%	68%	50%	-%	74%	57%	66%	33%	50%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	1	1	1	1	1	-	-	1	-	1	-	-
	12%	-%	17%	-%	-%	17%	12%	40%	12%	14%	14%	-%	12%	-%	29%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	4	6	2	-	6	8	2	8	6	6	5	8	3	3	2	3
	73%	100%	83%	100%	-%	83%	73%	60%	73%	68%	-%	74%	73%	66%	71%	50%	100%
NET: Dissatisfied	2	-	-	-	-	2	-	2	2	2	-	2	2	2	-	2	-
	15%	-%	-%	-%	-%	15%	-%	15%	18%	18%	-%	26%	15%	34%	-%	50%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	2	3	2	3	4	7	-	4	-	2	4	3	4
Weighted total	10	3	4	3	4	7	10	-	7	-	3	6	6	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	2	2	-	-	-	-	-	-	2
15%	15%	50%	-%	-%	-%	23%	15%	-%	-%	-%	-%	-%	-%	33%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	2	2	-	2	-	2	-	-	2	2	-
16%	16%	-%	-%	57%	47%	-%	16%	-%	24%	-%	-%	27%	29%	-%
Very Satisfied	6	2	4	-	2	4	6	-	4	-	2	4	4	2
57%	57%	50%	100%	-%	53%	59%	57%	-%	58%	-%	55%	73%	71%	40%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	1	1	-	1	-	1	-	-	1
12%	12%	-%	-%	43%	-%	18%	12%	-%	18%	-%	45%	-%	-%	27%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	4	2	4	4	8	-	6	-	2	6	6	2
73%	73%	50%	100%	57%	100%	59%	73%	-%	82%	-%	55%	100%	100%	40%
NET: Dissatisfied	2	2	-	-	-	2	2	-	-	-	-	-	-	2
15%	15%	50%	-%	-%	-%	23%	15%	-%	-%	-%	-%	-%	-%	33%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	7	-	1	4	2
Weighted total	10	-	*	7	3
Very Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	2	-
15%	15%	-%	-%	22%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	-	2
16%	16%	-%	-%	-%	57%
Very Satisfied	6	-	*	6	-
57%	57%	-%	100%	78%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	1
12%	12%	-%	-%	-%	43%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	*	6	2
73%	73%	-%	100%	78%	57%
NET: Dissatisfied	2	-	-	2	-
15%	15%	-%	-%	22%	-%

Columns Tested: a,b - a,b,c

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Table 114

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Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	13	2	1	2	2	2	2	1	-	1	-	-	-	12
Weighted total	16	1	2	5	*	3	3	-	2	-	*	-	-	15
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	1%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Neither Satisfied Nor Dissatisfied	3	-	2	-	-	-	-	-	2	-	-	-	-	3
	21%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	21%
Fairly Satisfied	2	-	-	-	*	1	-	-	-	-	*	-	-	1
	12%	-%	-%	-%	44%	47%	-%	-%	-%	-%	100%	-%	-%	10%
Very Satisfied	2	-	-	-	-	1	*	-	-	-	-	-	-	2
	10%	-%	-%	-%	-%	53%	7%	-%	-%	-%	-%	-%	-%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	1	-	5	*	-	2	-	-	-	-	-	-	9
	56%	89%	-%	100%	56%	-%	93%	-%	-%	-%	-%	-%	-%	58%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	-	-	-	*	3	*	-	-	-	*	-	-	3
	23%	-%	-%	-%	44%	100%	7%	-%	-%	-%	100%	-%	-%	20%
NET: Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	1%	11%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 114 (continuation)

Page 1108

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	13	-	5	-	-	5	-	3	9	-	3	1	4	7	6
Weighted total	16	-	3	-	-	8	-	5	15	-	1	*	1	9	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	1%	-%	6%	-%	-%	-%	-%	-%	-%	-%	29%	-%	22%	-%	2%
Neither Satisfied Nor Dissatisfied	3	-	2	-	-	2	-	-	3	-	-	-	-	2	2
	21%	-%	62%	-%	-%	19%	-%	-%	22%	-%	-%	-%	-%	18%	24%
Fairly Satisfied	2	-	1	-	-	-	-	1	2	-	*	-	*	1	1
	12%	-%	24%	-%	-%	-%	-%	26%	12%	-%	31%	-%	24%	7%	19%
Very Satisfied	2	-	-	-	-	2	-	-	1	-	-	*	*	1	*
	10%	-%	-%	-%	-%	20%	-%	-%	10%	-%	-%	100%	25%	16%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	*	-	-	5	-	4	9	-	*	-	*	5	4
	56%	-%	8%	-%	-%	60%	-%	74%	57%	-%	40%	-%	30%	58%	53%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	-	1	-	-	2	-	1	3	-	*	*	*	2	1
	23%	-%	24%	-%	-%	20%	-%	26%	21%	-%	31%	100%	48%	24%	21%
NET: Dissatisfied	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	1%	-%	6%	-%	-%	-%	-%	-%	-%	-%	29%	-%	22%	-%	2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 114 (continuation)

Page 1109

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	13	6	-	1	1	5	8	1	4	8	4	4	1	1	1	2	-
Weighted total	16	11	-	*	*	10	5	2	8	5	8	5	1	2	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	1%	-%	-%	-%	100%	-%	3%	-%	-%	3%	-%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	3	2	-	-	-	3	-	-	3	-	-	2	-	2	-	-	-
	21%	15%	-%	-%	-%	31%	-%	-%	40%	-%	-%	35%	-%	100%	-%	-%	-%
Fairly Satisfied	2	*	-	*	-	-	2	-	-	2	1	*	-	-	-	*	-
	12%	4%	-%	100%	-%	-%	37%	-%	-%	37%	17%	10%	-%	-%	-%	49%	-%
Very Satisfied	2	-	-	-	-	-	2	-	-	2	1	-	-	-	-	*	-
	10%	-%	-%	-%	-%	-%	31%	-%	-%	31%	19%	-%	-%	-%	-%	51%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	9	-	-	-	7	1	2	5	1	5	3	1	-	-	-	-
	56%	81%	-%	-%	-%	69%	28%	100%	60%	28%	64%	56%	100%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	*	-	*	-	-	4	-	-	4	3	*	-	-	-	*	-
	23%	4%	-%	100%	-%	-%	68%	-%	-%	68%	36%	10%	-%	-%	-%	100%	-%
NET: Dissatisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	1%	-%	-%	-%	100%	-%	3%	-%	-%	3%	-%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 114 (continuation)

Page 1110

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	13											
Weighted total	16											
Very Dissatisfied	-											
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*					*	-	-	*	-	*	-
1%	-%	-%	-%	47%	-%	1%	-%	-%	2%	-%	1%	-%
Neither Satisfied Nor Dissatisfied	3											
21%	-%	88%	100%	-%	-%	-%	69%	-%	41%	-%	21%	-%
Fairly Satisfied	2											
12%	19%	-%	-%	-%	6%	18%	-%	6%	19%	-%	12%	-%
Very Satisfied	2											
10%	-%	-%	-%	53%	50%	15%	-%	2%	19%	-%	10%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9											
56%	7	*	-	-	1	7	1	7	1	-	9	-
81%	12%	-%	-%	-%	44%	66%	31%	92%	19%	-%	56%	-%
Don't Know / (DO NOT READ OUT)	-											
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4											
23%	19%	-%	-%	53%	56%	32%	-%	8%	37%	-%	23%	-%
NET: Dissatisfied	*					*	-	-	*	-	*	-
1%	-%	-%	-%	47%	-%	1%	-%	-%	2%	-%	1%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 114 (continuation)

Page 1111

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	13	4	3	6	9	9	11	12	6	8	9	10	-	3	12	10	5
Weighted total	16	8	3	5	9	10	12	13	6	7	10	12	-	4	13	11	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	-%	-%	3%	2%	2%	1%	1%	3%	2%	2%	1%	-%	-%	1%	2%	8%
Neither Satisfied Nor Dissatisfied	3	2	-	2	2	2	3	3	-	3	3	3	-	-	3	3	-
	21%	21%	-%	31%	18%	16%	27%	24%	-%	46%	31%	27%	-%	-%	24%	30%	-%
Fairly Satisfied	2	1	*	*	1	*	1	2	*	1	1	1	-	1	2	1	1
	12%	16%	6%	9%	7%	2%	5%	15%	3%	9%	6%	5%	-%	33%	15%	6%	72%
Very Satisfied	2	-	-	2	*	2	2	2	*	1	2	1	-	*	2	*	*
	10%	-%	-%	32%	2%	16%	14%	12%	3%	21%	15%	12%	-%	5%	12%	2%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	5	3	1	6	6	6	6	5	1	5	6	-	2	6	6	*
	56%	62%	94%	25%	71%	64%	53%	48%	91%	21%	46%	54%	-%	62%	48%	60%	11%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	1	*	2	1	2	2	4	*	2	2	2	-	1	4	1	2
	23%	16%	6%	41%	9%	18%	19%	27%	6%	30%	22%	18%	-%	38%	27%	8%	81%
NET: Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	-%	-%	3%	2%	2%	1%	1%	3%	2%	2%	1%	-%	-%	1%	2%	8%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 114 (continuation)

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Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	13	9	6	1	2	11	13	13	13	13	13	-	11	13	10	4	8	1
Weighted total	16	9	6	1	4	12	16	16	16	16	16	-	14	16	12	4	12	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	1%	2%	3%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	-%
Neither Satisfied Nor Dissatisfied	3	2	2	-	-	3	3	3	3	3	3	-	3	3	2	2	2	-
	21%	18%	27%	-%	-%	27%	21%	21%	21%	21%	21%	-%	23%	21%	13%	42%	14%	-%
Fairly Satisfied	2	1	*	-	-	2	2	2	2	2	2	-	2	2	2	*	1	*
	12%	7%	3%	-%	-%	16%	12%	12%	12%	12%	12%	-%	14%	12%	16%	13%	11%	100%
Very Satisfied	2	*	*	1	1	*	2	2	2	2	2	-	1	2	*	1	*	-
	10%	2%	3%	100%	37%	2%	10%	10%	10%	10%	10%	-%	10%	10%	1%	39%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	6	4	-	2	6	9	9	9	9	9	-	7	9	9	*	9	-
	56%	71%	64%	-%	63%	53%	56%	56%	56%	56%	56%	-%	53%	56%	69%	6%	72%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	1	*	1	1	2	4	4	4	4	4	-	3	4	2	2	1	*
	23%	9%	6%	100%	37%	18%	23%	23%	23%	23%	23%	-%	24%	23%	17%	52%	12%	100%
NET: Dissatisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	1%	2%	3%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	-%	1%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	13	2	3	8	11	2	12	8	3	5	8	6	7
Weighted total	16	2	3	11	13	3	16	9	3	3	12	5	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	*	-	*	-	*	-	*	-	*	-
1%	-%	-%	1%	1%	-%	1%	-%	2%	-%	5%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	3	-	2	2	3	-	3	-	2	-	3	3	-
21%	-%	48%	15%	25%	-%	21%	-%	-%	53%	-%	26%	59%	-%
Fairly Satisfied	2	*	*	1	2	*	2	*	1	1	*	1	1
12%	11%	14%	12%	13%	7%	12%	-%	6%	47%	45%	4%	12%	13%
Very Satisfied	2	1	-	*	2	-	1	2	-	1	*	1	*
10%	89%	-%	2%	12%	-%	9%	100%	19%	-%	44%	1%	26%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	1	7	6	2	9	6	-	*	9	-	9
56%	-%	38%	70%	48%	93%	56%	-%	74%	-%	7%	69%	-%	86%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	2	*	1	3	*	3	2	1	3	1	2	1
23%	100%	14%	14%	26%	7%	22%	100%	24%	47%	88%	5%	38%	14%
NET: Dissatisfied	*	-	*	*	-	*	-	*	-	*	-	*	-
1%	-%	-%	1%	1%	-%	1%	-%	2%	-%	5%	-%	3%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	13	11	-	4	3	1	5
Weighted total	16	12	-	7	3	*	5
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*	-
	1%	1%	-%	-%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	3	2	-	-	2	-	2
	21%	14%	-%	-%	48%	-%	34%
Fairly Satisfied	2	2	-	1	-	-	1
	12%	17%	-%	17%	-%	-%	13%
Very Satisfied	2	2	-	-	1	-	*
	10%	14%	-%	-%	45%	-%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	6	-	6	*	-	2
	56%	54%	-%	83%	7%	-%	49%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	4	-	1	1	-	1
	23%	30%	-%	17%	45%	-%	17%
NET: Dissatisfied	*	*	-	-	-	*	-
	1%	1%	-%	-%	-%	100%	-%
Columns Tested: a,b - a,b,c,d							

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	10	-	3	-	-	1	1	1	1	1	1	1	-	8
Weighted total	8	-	3	-	-	1	*	*	1	1	*	*	-	7
Very Dissatisfied	2	-	-	-	-	1	-	-	-	-	*	-	-	1
	22%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%	19%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	2%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%
Fairly Satisfied	1	-	1	-	-	-	-	*	-	-	-	-	-	1
	19%	-%	47%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	21%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	-	-	-	*	-	1	-	-	-	-	3
	35%	-%	47%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	39%
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	17%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	19%
NET: Satisfied	1	-	1	-	-	-	-	*	-	-	-	-	-	1
	19%	-%	47%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	21%
NET: Dissatisfied	2	-	-	-	-	1	-	-	-	-	*	*	-	1
	27%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%	100%	-%	19%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 115 (continuation)

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Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	10	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Weighted total	8	-	-	-	-	4	-	4	7	2	1	-	3	6	4
		-	-	-	-	3	-	2	7	*	*	-	1	7	1
Very Dissatisfied	2	-	-	-	-	-	-	*	2	-	-	-	-	1	*
	22%	-%	-%	-%	-%	-%	-%	20%	24%	-%	-%	-%	-%	19%	44%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
	5%	-%	-%	-%	-%	13%	-%	-%	6%	-%	-%	-%	-%	6%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	2%	-%	-%	-%	-%	-%	-%	9%	-%	53%	-%	-%	36%	-%	20%
Fairly Satisfied	1	-	-	-	-	*	-	1	1	*	-	-	*	1	*
	19%	-%	-%	-%	-%	5%	-%	63%	18%	47%	-%	-%	32%	19%	18%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	-	-	-	1	-	*	3	-	*	-	*	3	*
	35%	-%	-%	-%	-%	40%	-%	8%	35%	-%	100%	-%	32%	37%	18%
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	17%	-%	-%	-%	-%	41%	-%	-%	18%	-%	-%	-%	-%	19%	-%
NET: Satisfied	1	-	-	-	-	*	-	1	1	*	-	-	*	1	*
	19%	-%	-%	-%	-%	5%	-%	63%	18%	47%	-%	-%	32%	19%	18%
NET: Dissatisfied	2	-	-	-	-	*	-	*	2	-	-	-	-	2	*
	27%	-%	-%	-%	-%	13%	-%	20%	29%	-%	-%	-%	-%	25%	44%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	10	4	1	2	-	3	7	1	2	7	4	2	2	-	1	1	-
Weighted total	8	4	*	1	-	4	4	1	3	4	4	2	1	-	*	*	-
Very Dissatisfied	2	-	-	-	-	-	2	-	-	2	-	*	1	-	-	-	-
	22%	-%	-%	-%	-%	-%	44%	-%	-%	44%	-%	24%	88%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	*	-	-	*	*	-	-	-	-	-	-
	5%	-%	100%	-%	-%	-%	11%	-%	-%	11%	10%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	2%	5%	-%	-%	-%	-%	5%	-%	-%	5%	-%	-%	13%	-%	-%	-%	-%
Fairly Satisfied	1	1	-	-	-	1	*	1	-	*	1	-	-	-	*	-	-
	19%	31%	-%	-%	-%	33%	4%	100%	-%	4%	30%	-%	-%	-%	100%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	1	-	1	1	-	1	1	1	1	-	-	-	*	-
	35%	31%	-%	100%	-%	33%	37%	-%	49%	37%	30%	76%	-%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	17%	32%	-%	-%	-%	34%	-%	-%	51%	-%	31%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1	*	1	-	*	1	-	-	-	*	-	-
	19%	31%	-%	-%	-%	33%	4%	100%	-%	4%	30%	-%	-%	-%	100%	-%	-%
NET: Dissatisfied	2	-	*	-	-	-	2	-	-	2	*	*	1	-	-	-	-
	27%	-%	100%	-%	-%	-%	54%	-%	-%	54%	10%	24%	88%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 115 (continuation)

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Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	10	6	1	2	-	1	6	4	4	6	-	10	-
Weighted total	8	5	*	1	-	1	3	4	3	5	-	8	-
Very Dissatisfied	2	*	-	-	-	1	*	1	-	2	-	2	-
	22%	9%	-%	-%	-%	100%	12%	30%	-%	35%	-%	22%	-%
Fairly Dissatisfied	*	-	*	-	-	-	-	*	-	*	-	*	-
	5%	-%	100%	-%	-%	-%	-%	10%	-%	9%	-%	5%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	4%	-%	-%	-%	-%	5%	-%	6%	-%	-%	2%	-%
Fairly Satisfied	1	1	-	*	-	-	1	-	1	*	-	1	-
	19%	28%	-%	12%	-%	-%	41%	-%	43%	3%	-%	19%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	-	1	-	-	1	1	*	3	-	3	-
	35%	31%	-%	88%	-%	-%	41%	30%	6%	52%	-%	35%	-%
Don't Know / (DO NOT READ OUT)	1	1	-	-	-	-	-	1	1	-	-	1	-
	17%	28%	-%	-%	-%	-%	-%	30%	45%	-%	-%	17%	-%
NET: Satisfied	1	1	-	*	-	-	1	-	1	*	-	1	-
	19%	28%	-%	12%	-%	-%	41%	-%	43%	3%	-%	19%	-%
NET: Dissatisfied	2	*	*	-	-	1	*	2	-	2	-	2	-
	27%	9%	100%	-%	-%	100%	12%	40%	-%	44%	-%	27%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	10	4	2	4	10	9	10	10	4	5	8	7	-	3	7	10	1
Weighted total	8	4	*	3	8	6	8	8	2	4	6	5	-	3	6	8	1
Very Dissatisfied	2	-	-	2	2	2	2	2	-	2	2	2	-	-	1	2	-
	22%	-%	-%	50%	22%	26%	22%	22%	-%	39%	27%	34%	-%	-%	22%	22%	-%
Fairly Dissatisfied	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
	5%	-%	-%	12%	5%	6%	5%	5%	21%	-%	7%	8%	-%	-%	7%	5%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	2%	5%	-%	-%	2%	3%	2%	2%	-%	-%	3%	-%	-%	7%	3%	2%	-%
Fairly Satisfied	1	1	*	-	1	*	1	1	*	1	*	1	-	-	*	1	-
	19%	31%	50%	-%	19%	3%	19%	19%	8%	33%	3%	29%	-%	-%	3%	19%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	1	*	1	3	3	3	3	1	1	3	1	-	1	3	3	1
	35%	31%	50%	37%	35%	42%	35%	35%	71%	29%	40%	29%	-%	46%	43%	35%	100%
Don't Know / (DO NOT READ OUT)	1	1	-	-	1	1	1	1	-	-	1	-	-	1	1	1	-
	17%	32%	-%	-%	17%	20%	17%	17%	-%	-%	21%	-%	-%	47%	22%	17%	-%
NET: Satisfied	1	1	*	-	1	*	1	1	*	1	*	1	-	-	*	1	-
	19%	31%	50%	-%	19%	3%	19%	19%	8%	33%	3%	29%	-%	-%	3%	19%	-%
NET: Dissatisfied	2	-	-	2	2	2	2	2	*	2	2	2	-	-	2	2	-
	27%	-%	-%	63%	27%	33%	27%	27%	21%	39%	34%	43%	-%	-%	29%	27%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 115 (continuation)

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Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	10	10	6	2	-	8	10	10	10	10	10	-	9	10	-	3	6	1
Weighted total	8	8	5	1	-	7	8	8	8	8	8	-	7	8	-	2	5	*
Very Dissatisfied	2	2	2	*	-	1	2	2	2	2	2	-	2	2	-	-	1	*
	22%	22%	37%	69%	-%	18%	22%	22%	22%	22%	22%	-%	23%	22%	-%	-%	24%	100%
Fairly Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	-	*	-	-
	5%	5%	-%	-%	-%	6%	5%	5%	5%	5%	5%	-%	-%	5%	-%	23%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	2%	2%	4%	31%	-%	-%	2%	2%	2%	2%	2%	-%	3%	2%	-%	-%	3%	-%
Fairly Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	*	1	-
	19%	19%	28%	-%	-%	20%	19%	19%	19%	19%	19%	-%	20%	19%	-%	9%	23%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	3	1	-	-	3	3	3	3	3	3	-	3	3	-	1	1	-
	35%	35%	31%	-%	-%	38%	35%	35%	35%	35%	35%	-%	37%	35%	-%	68%	26%	-%
Don't Know / (DO NOT READ OUT)	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	17%	17%	-%	-%	-%	18%	17%	17%	17%	17%	17%	-%	18%	17%	-%	-%	24%	-%
NET: Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	*	1	-
	19%	19%	28%	-%	-%	20%	19%	19%	19%	19%	19%	-%	20%	19%	-%	9%	23%	-%
NET: Dissatisfied	2	2	2	*	-	2	2	2	2	2	2	-	2	2	-	*	1	*
	27%	27%	37%	69%	-%	24%	27%	27%	27%	27%	27%	-%	23%	27%	-%	23%	24%	100%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 115 (continuation)

Page 1121

Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	10												
Weighted total	8												
Very Dissatisfied	2	1	-	*	2	-	2	1	-	-	2	1	*
	22%	41%	-%	12%	26%	-%	22%	23%	-%	-%	34%	45%	8%
Fairly Dissatisfied	*	*	-	-	*	-	*	*	-	-	*	-	*
	5%	13%	-%	-%	6%	-%	5%	7%	-%	-%	8%	-%	9%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	-	*	-	*	*	-	*	-
	2%	6%	-%	-%	3%	-%	2%	-%	100%	7%	-%	6%	-%
Fairly Satisfied	1	-	-	1	1	-	1	1	-	1	*	1	*
	19%	-%	-%	44%	22%	-%	19%	22%	-%	46%	3%	43%	3%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	1	1	1	1	3	3	-	-	3	*	3
	35%	-%	100%	44%	22%	100%	35%	47%	-%	-%	54%	6%	52%
Don't Know / (DO NOT READ OUT)	1	1	-	-	1	-	1	-	-	1	-	-	1
	17%	41%	-%	-%	20%	-%	17%	-%	-%	47%	-%	-%	27%
NET: Satisfied	1	-	-	1	1	-	1	1	-	1	*	1	*
	19%	-%	-%	44%	22%	-%	19%	22%	-%	46%	3%	43%	3%
NET: Dissatisfied	2	2	-	*	2	-	2	2	-	-	2	1	1
	27%	54%	-%	12%	33%	-%	27%	30%	-%	-%	43%	45%	17%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 115 (continuation)

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Professionalism and handling of any query / complaint (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	10	9	6	1	3
Weighted total	8	6	7	*	1
Very Dissatisfied	2	*	1	*	-
	22%	6%	20%	100%	-%
Fairly Dissatisfied	*	*	-	-	*
	5%	6%	-%	-%	55%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-
	2%	3%	3%	-%	-%
Fairly Satisfied	1	-	1	-	*
	19%	22%	19%	-%	22%
Very Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	3	-	3	-	*
	35%	42%	38%	-%	22%
Don't Know / (DO NOT READ OUT)	1	-	1	-	-
	17%	20%	20%	-%	-%
NET: Satisfied	1	-	1	-	*
	19%	22%	19%	-%	22%
NET: Dissatisfied	2	1	1	*	*
	27%	13%	20%	100%	55%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	1	-	-	-	-	-	-	1	-	-	-	-	-	1
Weighted total	*	-	-	-	-	-	-	*	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 116 (continuation)

Page 1124

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	-	-	1	-	-	1	-	-	1	1	-
Weighted total	*	-	-	-	-	-	*	-	-	*	-	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	*	-
	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	100%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	*	-
	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	100%	-%
Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b															

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Table 116 (continuation)

Page 1125

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	-	-	-	1	-	-	1	-	-	-	-	1	-	-
Weighted total	*	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	100%	100%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	100%	100%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

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Table 116 (continuation)

Page 1126

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1	-	-	-	-	1	-	1	-	-	1	-
Weighted total	*	-	-	-	-	*	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*	-	*	-	-	*	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	-	*	-	*	-	-	*	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	1	1	1	1	1	-	-	1	-	-	1	-	1	-
Weighted total	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 116 (continuation)

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Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
Weighted total	*	-	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	-	-	1	1	-	1	-	1	-	1	-	1	-
Weighted total	-	-	*	*	-	*	-	*	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	*	-	*	-	*	-	*	-	*	-
100%	-%	-%	100%	100%	-%	100%	-%	100%	-%	100%	-%	100%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	-	*	*	-	*	-	*	-	*	-	*	-
100%	-%	-%	100%	100%	-%	100%	-%	100%	-%	100%	-%	100%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	1
Weighted total	*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*
	100%	100%	-%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	-	*
	100%	100%	-%	-%	-%	100%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	-	-	1	1	-	-	-	2
Weighted total	2	-	-	-	-	-	-	-	2	*	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	90%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	10%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	90%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 117 (continuation)

Page 1132

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	2	-	1	-	-	-	-	1	1	1	-	-	1	1	1
Weighted total	2	-	*	-	-	-	-	2	2	*	-	-	*	*	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	10%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	2	-	-	-	-	1	1	-	1	1	1	-	1	-	-	-	-
Weighted total	2	-	-	-	-	2	*	-	2	*	2	-	*	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	10%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 117 (continuation)

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Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	2	1	-	-	-	1	1	-	2	-	2	-
Weighted total	2	2	-	-	-	2	*	-	2	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	2	-	-	2	-	2	-
	90%	100%	-%	-%	-%	100%	-%	-%	90%	-%	90%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	-	*	-	*	-
	10%	-%	-%	-%	-%	-%	100%	-%	10%	-%	10%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	2	-	-	2	-	2	-
	90%	100%	-%	-%	-%	100%	-%	-%	90%	-%	90%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	2	-	-	1	1	1	-	1	1	2	-	-	1	1	-
Weighted total	2	-	2	-	-	*	*	*	-	*	*	2	-	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	90%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	10%	-%	10%	-%	-%	100%	100%	100%	-%	100%	100%	10%	-%	-%	100%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	90%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 117 (continuation)

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Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	1	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Weighted total	2	-	*	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	90%	-%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	90%	90%	-%	90%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	10%	-%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	10%	10%	-%	10%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	90%	-%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	90%	90%	-%	90%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	2	1	1	2	-	2	-	1	-	-	2	-	2
Weighted total	2	-	2	2	-	2	-	2	-	-	2	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	-	2	2	-	2	-	2	-	-	2	-	2
90%	-%	100%	-%	90%	-%	90%	-%	100%	-%	-%	90%	-%	90%
Neither Satisfied Nor Dissatisfied	*	*	-	*	-	*	-	-	-	-	*	-	*
10%	100%	-%	-%	10%	-%	10%	-%	-%	-%	-%	10%	-%	10%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	2	2	-	2	-	2	-	-	2	-	2
90%	-%	100%	-%	90%	-%	90%	-%	100%	-%	-%	90%	-%	90%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	2
Weighted total	2	2	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	2	2	-	-	-	2
	90%	90%	-%	-%	-%	90%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*
	10%	10%	-%	-%	-%	10%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	2
	90%	90%	-%	-%	-%	90%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	3	-	-	-	1	1	-	-	1	-	-	-	-	3
Weighted total	2	-	-	-	*	*	-	-	1	-	-	-	-	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1
	76%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	76%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	*	-	-	-	-	-	-	-	*
	24%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	24%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1
	76%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	76%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 118 (continuation)

Page 1140

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	3	-	1	-	-	1	-	1	1	-	2	-	2	2	1
Weighted total	2	-	*	-	-	1	-	*	1	-	*	-	*	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	76%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	85%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	*	-	-	*	-	*	*	*
	24%	-%	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	15%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	76%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	85%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 118 (continuation)

Page 1141

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	3	a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Weighted total	2	1	-	-	1	2	1	-	2	1	1	-	1	-	-	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	76%	100%	-%	-%	-%	88%	-%	-%	88%	-%	100%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	*	*	-	*	*	-	-	*	-	-	*	-
	24%	-%	-%	-%	100%	12%	100%	-%	12%	100%	-%	-%	100%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	76%	100%	-%	-%	-%	88%	-%	-%	88%	-%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 118 (continuation)

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Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	3	3	-	-	-	3	-	1	2	-	3	-
Weighted total	2	2	-	-	-	2	-	*	1	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	1	-	-	1	-	1	-
	76%	76%	-%	-%	-%	76%	-%	-%	88%	-%	76%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	*	-	*	*	-	*	-
	24%	24%	-%	-%	-%	24%	-%	100%	12%	-%	24%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1	-	-	1	-	1	-
	76%	76%	-%	-%	-%	76%	-%	-%	88%	-%	76%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	3	2	-	1	3	3	3	3	1	-	2	1	-	2	2	3	-
Weighted total	2	1	-	*	2	2	2	2	*	-	1	*	-	1	1	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	1	1	1	1	-	-	1	-	-	1	1	1	-
	76%	88%	-%	-%	76%	76%	76%	76%	-%	-%	88%	-%	-%	88%	85%	76%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	*	*	*	*	*	*	-	*	*	-	*	*	*	-
	24%	12%	-%	100%	24%	24%	24%	24%	100%	-%	12%	100%	-%	12%	15%	24%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	1	1	1	1	-	-	1	-	-	1	1	1	-
	76%	88%	-%	-%	76%	76%	76%	76%	-%	-%	88%	-%	-%	88%	85%	76%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	3	1	-	-	3	3	3	3	3	3	-	2	2	1	1	2	-
Weighted total	2	2	*	-	-	2	2	2	2	2	2	-	1	1	*	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	76%	76%	-%	-%	-%	76%	76%	76%	76%	76%	76%	-%	85%	85%	-%	-%	88%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-
	24%	24%	100%	-%	-%	24%	24%	24%	24%	24%	24%	-%	15%	15%	100%	100%	12%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	76%	76%	-%	-%	-%	76%	76%	76%	76%	76%	76%	-%	85%	85%	-%	-%	88%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	3	-	-	3		2	1	3	-	1	1	2	1
Weighted total	2	-	-	2		*	1	2	-	1	*	-	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	1	-	1	1	1	-	-	1	-	1
	76%	-%	-%	76%	-%	100%	76%	100%	-%	-%	100%	-%	76%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	*	-	-	*	*	-	-	*
	24%	-%	-%	24%	100%	-%	24%	-%	100%	100%	-%	-%	24%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	-	1	1	1	-	-	1	-	1
	76%	-%	-%	76%	-%	100%	76%	100%	-%	-%	100%	-%	76%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	3	3	-	1	1	1
Weighted total	2	2	-	1	*	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	1	-	-
	76%	76%	-%	100%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	*
	24%	24%	-%	-%	100%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	1	-	-
	76%	76%	-%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c						

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	20	a	b	c	d	e	f	g	h	i	j	k	l	m
Weighted total	23	*	3	3	*	1	5	3	2	1	-	3	-	17
Very Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	1%	54%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
Fairly Dissatisfied	3	-	-	-	-	-	3	-	-	-	-	-	-	3
	11%	-%	-%	-%	-%	-%	51%	-%	-%	-%	-%	-%	-%	12%
Neither Satisfied Nor Dissatisfied	6	-	3	-	-	-	2	-	-	-	-	-	-	6
	25%	-%	95%	-%	-%	-%	49%	-%	-%	-%	-%	-%	-%	26%
Fairly Satisfied	6	-	*	-	*	-	-	3	2	1	-	-	-	6
	27%	-%	5%	-%	50%	-%	-%	52%	91%	100%	-%	-%	-%	28%
Very Satisfied	4	-	-	-	*	-	-	2	-	-	-	1	-	3
	16%	-%	-%	-%	50%	-%	-%	48%	-%	-%	-%	68%	-%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	*	-	3	-	1	-	-	*	-	-	*	-	4
	21%	46%	-%	100%	-%	100%	-%	-%	9%	-%	-%	32%	-%	20%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	10	-	*	-	*	-	-	5	2	1	-	1	-	9
	42%	-%	5%	-%	100%	-%	-%	100%	91%	100%	-%	68%	-%	41%
NET: Dissatisfied	3	*	-	-	-	-	3	-	-	-	-	-	-	3
	12%	54%	-%	-%	-%	-%	51%	-%	-%	-%	-%	-%	-%	13%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	20	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	23	1	6	1	-	6	-	6	13	4	3	-	7	12	8
		2	9	2	-	3	-	7	21	1	1	-	1	14	9
Very Dissatisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	1%	-%	-%	-%	-%	-%	-%	3%	-%	27%	-%	-%	15%	1%	-%
Fairly Dissatisfied	3	-	3	-	-	-	-	-	3	-	-	-	-	-	3
	11%	-%	27%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	28%
Neither Satisfied Nor Dissatisfied	6	-	2	2	-	2	-	-	6	-	-	-	-	6	-
	25%	-%	26%	100%	-%	54%	-%	-%	26%	-%	-%	-%	-%	41%	-%
Fairly Satisfied	6	2	1	-	-	*	-	3	6	*	*	-	1	3	3
	27%	100%	16%	-%	-%	13%	-%	37%	26%	50%	37%	-%	44%	20%	37%
Very Satisfied	4	-	3	-	-	*	-	*	3	-	*	-	*	1	3
	16%	-%	29%	-%	-%	14%	-%	6%	15%	-%	37%	-%	17%	5%	32%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	*	-	-	1	-	4	4	*	*	-	*	5	*
	21%	-%	2%	-%	-%	19%	-%	54%	20%	23%	26%	-%	24%	33%	2%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	10	2	4	-	-	1	-	3	9	*	*	-	1	3	6
	42%	100%	44%	-%	-%	27%	-%	43%	41%	50%	74%	-%	61%	25%	70%
NET: Dissatisfied	3	-	3	-	-	-	-	*	3	*	-	-	*	*	3
	12%	-%	27%	-%	-%	-%	-%	3%	12%	27%	-	-	15%	1%	28%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 119 (continuation)

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Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	20	10	1	3	2	7	13	1	6	13	4	3	3	2	2	4	-
Weighted total	23	14	3	2	*	13	9	3	11	9	9	3	4	2	*	2	-
Very Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-
	1%	-%	-%	9%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%	9%	-%
Fairly Dissatisfied	3	-	3	-	-	3	-	-	3	-	-	-	3	-	-	-	-
	11%	-%	100%	-%	-%	19%	-%	-%	23%	-%	-%	-%	59%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	6	4	-	2	-	4	2	-	4	2	-	2	2	2	-	-	-
	25%	28%	-%	74%	-%	30%	18%	-%	37%	18%	-%	80%	37%	80%	-%	-%	-%
Fairly Satisfied	6	6	-	-	-	4	2	3	1	2	4	-	*	-	*	*	-
	27%	40%	-%	-%	-%	29%	23%	100%	13%	23%	44%	-%	4%	-%	51%	11%	-%
Very Satisfied	4	3	-	*	-	*	3	-	*	3	2	1	-	-	-	-	-
	16%	20%	-%	18%	-%	3%	33%	-%	4%	33%	27%	20%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	2	-	-	*	3	2	-	3	2	3	-	-	*	*	2	-
	21%	13%	-%	-%	100%	19%	23%	-%	23%	23%	28%	-%	-%	20%	49%	79%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	10	9	-	*	-	4	5	3	2	5	6	1	*	-	*	*	-
	42%	60%	-%	18%	-%	33%	57%	100%	17%	57%	72%	20%	4%	-%	51%	11%	-%
NET: Dissatisfied	3	-	3	*	-	3	*	-	3	*	-	-	3	-	-	*	-
	12%	-%	100%	9%	-%	19%	2%	-%	23%	2%	-%	-%	59%	-%	-%	9%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 119 (continuation)

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Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	20	10	2	3	2	3	13	7	8	12	-	17	3
Weighted total	23	17	1	2	*	3	18	4	12	10	-	19	3
Very Dissatisfied	*	-	-	-	-	*	*	-	-	*	-	*	-
	1%	-%	-%	-%	-%	7%	1%	-%	-%	2%	-%	1%	-%
Fairly Dissatisfied	3	3	-	-	-	-	3	-	3	-	-	3	-
	11%	15%	-%	-%	-%	-%	14%	-%	20%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	6	6	-	-	-	-	6	-	3	2	-	6	-
	25%	34%	-%	-%	-%	-%	31%	-%	26%	24%	-%	29%	-%
Fairly Satisfied	6	4	-	2	-	*	3	3	*	6	-	3	3
	27%	25%	-%	81%	-%	8%	16%	72%	1%	58%	-%	16%	88%
Very Satisfied	4	*	1	-	-	2	3	1	2	1	-	4	-
	16%	3%	100%	-%	-%	86%	16%	15%	20%	11%	-%	18%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	4	-	*	*	-	4	1	4	1	-	4	*
	21%	24%	-%	19%	100%	-%	23%	13%	33%	6%	-%	22%	12%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	10	5	1	2	-	3	6	4	3	7	-	7	3
	42%	28%	100%	81%	-%	93%	31%	87%	21%	69%	-%	34%	88%
NET: Dissatisfied	3	3	-	-	-	*	3	-	3	*	-	3	-
	12%	15%	-%	-%	-%	7%	15%	-%	20%	2%	-%	14%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	20	7	5	8	15	15	17	16	9	15	13	19	-	1	12	18	6
Weighted total	23	11	4	8	14	16	19	15	6	17	13	22	-	*	9	20	3
Very Dissatisfied	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	2%	-%	-%	1%	1%	1%	1%	3%	1%	1%	1%	-%	-%	2%	1%	7%
Fairly Dissatisfied	3	3	-	-	3	-	3	-	-	3	3	3	-	-	-	3	-
	11%	23%	-%	-%	18%	-%	13%	-%	-%	15%	19%	11%	-%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	6	4	2	-	6	6	6	4	3	4	4	6	-	-	2	6	-
	25%	37%	41%	-%	40%	35%	29%	28%	56%	24%	30%	25%	-%	-%	28%	29%	-%
Fairly Satisfied	6	4	*	2	1	3	3	5	*	4	3	6	-	*	2	3	-
	27%	38%	4%	23%	4%	19%	16%	32%	7%	27%	23%	26%	-%	100%	25%	16%	-%
Very Satisfied	4	-	1	3	1	3	3	4	*	4	*	4	-	-	1	4	1
	16%	-%	16%	37%	4%	16%	16%	24%	4%	21%	3%	16%	-%	-%	12%	18%	24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	1	3	5	5	5	2	2	2	3	5	-	-	3	5	2
	21%	-%	38%	41%	33%	29%	24%	15%	30%	12%	24%	21%	-%	-%	33%	24%	70%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	10	4	1	5	1	6	6	8	1	8	4	9	-	*	3	7	1
	42%	38%	21%	59%	8%	35%	32%	56%	11%	48%	26%	42%	-%	100%	37%	34%	24%
NET: Dissatisfied	3	3	-	-	3	*	3	*	*	3	3	3	-	-	*	3	*
	12%	25%	-%	-%	19%	1%	14%	1%	3%	16%	20%	12%	-%	-%	2%	14%	7%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 119 (continuation)

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Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	20	14	8	4	-	13	20	17	20	19	20	-	15	20	7	10	8	2
Weighted total	23	16	8	7	-	13	23	18	23	20	23	-	18	23	7	11	8	4
Very Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	1%	1%	-%	-%	-%	2%	1%	1%	1%	1%	1%	-%	-%	1%	3%	-%	2%	-%
Fairly Dissatisfied	3	3	-	-	-	3	3	3	3	-	3	-	-	3	-	3	-	-
	11%	16%	-%	-%	-%	20%	11%	14%	11%	-%	11%	-%	-%	11%	-%	24%	-%	-%
Neither Satisfied Nor Dissatisfied	6	2	6	4	-	2	6	6	6	6	6	-	4	6	-	-	3	2
	25%	15%	72%	61%	-%	12%	25%	31%	25%	28%	25%	-%	23%	25%	-%	-%	39%	63%
Fairly Satisfied	6	3	*	*	-	3	6	2	6	6	6	-	6	6	4	2	4	-
	27%	18%	5%	3%	-%	23%	27%	12%	27%	30%	27%	-%	34%	27%	60%	17%	52%	-%
Very Satisfied	4	4	-	2	-	1	4	4	4	4	4	-	3	4	*	3	*	-
	16%	22%	-%	36%	-%	9%	16%	19%	16%	17%	16%	-%	17%	16%	7%	29%	6%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	4	2	-	-	4	5	4	5	5	5	-	5	5	2	3	*	1
	21%	27%	22%	-%	-%	34%	21%	23%	21%	23%	21%	-%	25%	21%	30%	29%	2%	37%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	10	6	*	3	-	4	10	6	10	10	10	-	9	10	4	5	5	-
	42%	40%	5%	39%	-%	32%	42%	31%	42%	48%	42%	-%	52%	42%	67%	47%	57%	-%
NET: Dissatisfied	3	3	-	-	-	3	3	3	3	*	3	-	-	3	*	3	*	-
	12%	17%	-%	-%	-%	22%	12%	15%	12%	1%	12%	-%	-%	12%	3%	24%	2%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 119 (continuation)

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Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	20	7	2	11	11	9	20	-	12	2	9	8	14	6
Weighted total	23	7	3	13	11	12	23	-	14	*	10	9	18	5
Very Dissatisfied	*	-	-	*	*	-	*	-	-	*	*	-	*	-
	1%	-%	-%	1%	2%	-%	1%	-%	-%	51%	2%	-%	1%	-%
Fairly Dissatisfied	3	-	3	-	-	3	3	-	3	-	-	3	3	-
	11%	-%	94%	-%	-%	22%	11%	-%	18%	-%	-%	28%	14%	-%
Neither Satisfied Nor Dissatisfied	6	-	-	6	4	2	6	-	3	-	2	3	6	-
	25%	-%	-%	43%	37%	13%	25%	-%	23%	-%	24%	35%	32%	-%
Fairly Satisfied	6	3	-	3	4	2	6	-	3	*	3	*	4	2
	27%	51%	-%	20%	41%	14%	27%	-%	20%	49%	27%	4%	25%	33%
Very Satisfied	4	3	-	*	1	3	4	-	4	-	1	3	3	*
	16%	49%	-%	2%	6%	25%	16%	-%	26%	-%	6%	32%	19%	5%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	-	*	5	2	3	5	-	2	-	4	*	2	3
	21%	-%	6%	34%	15%	26%	21%	-%	13%	-%	41%	2%	9%	63%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	10	7	-	3	5	5	10	-	6	*	3	3	8	2
	42%	100%	-%	22%	46%	39%	42%	-%	46%	49%	33%	36%	44%	37%
NET: Dissatisfied	3	-	3	*	*	3	3	-	3	*	*	3	3	-
	12%	-%	94%	1%	2%	22%	12%	-%	18%	51%	2%	28%	15%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	20	16	-	4	12	4
Weighted total	23	16	-	6	15	2
Very Dissatisfied	*	*	-	-	*	-
	1%	1%	-%	-%	1%	-%
Fairly Dissatisfied	3	-	-	-	3	-
	11%	-%	-%	-%	17%	-%
Neither Satisfied Nor Dissatisfied	6	2	-	2	2	2
	25%	10%	-%	44%	10%	77%
Fairly Satisfied	6	6	-	*	6	*
	27%	38%	-%	3%	38%	8%
Very Satisfied	4	4	-	3	1	-
	16%	22%	-%	52%	4%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	5	5	-	-	4	*
	21%	28%	-%	-%	29%	15%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	10	10	-	3	6	*
	42%	61%	-%	56%	42%	8%
NET: Dissatisfied	3	*	-	-	3	-
	12%	1%	-%	-%	18%	-%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	2	1	-	-	-	-	1	-	-	-	1	-	4
Weighted total	3	*	*	-	-	-	-	2	-	-	-	*	-	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	6%	54%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%
Fairly Satisfied	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	72%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	82%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	5%	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	5%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%
NET: Satisfied	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	72%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	82%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 120 (continuation)

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Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	1	-	-	2	-	2	2	2	1	-	3	1	4
Weighted total	3	-	*	-	-	3	-	*	3	*	*	-	1	*	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	12%	-%	-%	-%	-%	14%	-%	-%	14%	-%	-%	-%	-%	-%	13%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	6%	-%	-%	-%	-%	-%	-%	51%	-%	51%	-%	-%	36%	100%	-%
Fairly Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	72%	-%	-%	-%	-%	86%	-%	-%	86%	-%	-%	-%	-%	-%	76%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	5%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	30%	-%	5%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	5%	-%	-%	-%	-%	-%	-%	49%	-%	49%	-%	-%	34%	-%	6%
NET: Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	72%	-%	-%	-%	-%	86%	-%	-%	86%	-%	-%	-%	-%	-%	76%
NET: Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	12%	-%	-%	-%	-%	14%	-%	-%	14%	-%	-%	-%	-%	-%	13%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 120 (continuation)

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Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	2	-	1	1	2	3	-	2	3	1	1	1	-	1	1	-
Weighted total	3	1	-	*	*	3	1	-	3	1	2	*	*	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	12%	69%	-%	-%	-%	14%	-%	-%	14%	-%	-%	100%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-
	6%	-%	-%	100%	-%	-%	36%	-%	-%	36%	-%	-%	-%	-%	-%	100%	-%
Fairly Satisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	72%	-%	-%	-%	-%	86%	-%	-%	86%	-%	100%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	5%	-%	-%	-%	100%	-%	30%	-%	-%	30%	-%	-%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	5%	31%	-%	-%	-%	-%	34%	-%	-%	34%	-%	-%	100%	-%	-%	-%	-%
NET: Satisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	72%	-%	-%	-%	-%	86%	-%	-%	86%	-%	100%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	12%	69%	-%	-%	-%	14%	-%	-%	14%	-%	-%	100%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 120 (continuation)

Page 1158

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	5	2	1	-	1	1	3	2	4	-	4	1
Weighted total	3	3	*	-	*	1	3	*	3	-	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*
	12%	-%	100%	-%	-%	-%	14%	-%	13%	-%	-%	100%
Neither Satisfied Nor Dissatisfied	*	-	-	-	*	*	-	-	*	-	*	-
	6%	-%	-%	-%	100%	36%	-%	-%	6%	-%	6%	-%
Fairly Satisfied	2	2	-	-	-	-	2	-	2	-	2	-
	72%	93%	-%	-%	-%	-%	86%	-%	76%	-%	82%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	*	-	-	*	-	*	-
	5%	-%	-%	-%	100%	30%	-%	-%	5%	-%	5%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*	-	*	-	-	*	-
	5%	7%	-%	-%	-%	34%	-%	100%	-%	-%	6%	-%
NET: Satisfied	2	2	-	-	-	-	2	-	2	-	2	-
	72%	93%	-%	-%	-%	-%	86%	-%	76%	-%	82%	-%
NET: Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*
	12%	-%	100%	-%	-%	-%	14%	-%	13%	-%	-%	100%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Ofcom; Business Postal Tracker

Table 120 (continuation)

Page 1159

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	1	2	5	4	5	5	3	3	5	4	-	1	4	5	2
Weighted total	3	*	*	3	3	1	3	3	1	3	3	3	-	*	1	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	12%	-%	100%	-%	12%	44%	12%	12%	54%	-%	12%	13%	-%	-%	44%	12%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	6%	51%	-%	-%	6%	20%	6%	6%	25%	7%	6%	6%	-%	-%	20%	6%	54%
Fairly Satisfied	2	-	-	2	2	-	2	2	-	2	2	2	-	-	-	2	-
	72%	-%	-%	94%	72%	-%	72%	72%	-%	87%	72%	76%	-%	-%	-%	72%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	5%	-%	-%	6%	5%	17%	5%	5%	21%	6%	5%	5%	-%	-%	17%	5%	46%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	5%	49%	-%	-%	5%	19%	5%	5%	-%	-%	5%	-%	-%	100%	19%	5%	-%
NET: Satisfied	2	-	-	2	2	-	2	2	-	2	2	2	-	-	-	2	-
	72%	-%	-%	94%	72%	-%	72%	72%	-%	87%	72%	76%	-%	-%	-%	72%	-%
NET: Dissatisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	12%	-%	100%	-%	12%	44%	12%	12%	54%	-%	12%	13%	-%	-%	44%	12%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 120 (continuation)

Page 1160

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	4	2	1	-	3	5	5	5	5	5	-	4	5	2	1	4	-
Weighted total	3	3	*	*	-	3	3	3	3	3	3	-	3	3	*	*	3	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	12%	-%	-%	-%	-%	-%	12%	12%	12%	12%	12%	-%	13%	12%	-%	100%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	6%	6%	-%	-%	-%	7%	6%	6%	6%	6%	6%	-%	-%	6%	54%	-%	6%	-%
Fairly Satisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	72%	82%	-%	-%	-%	87%	72%	72%	72%	72%	72%	-%	76%	72%	-%	-%	82%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	5%	5%	46%	-%	-%	6%	5%	5%	5%	5%	5%	-%	5%	5%	46%	-%	5%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	5%	6%	54%	100%	-%	-%	5%	5%	5%	5%	5%	-%	6%	5%	-%	-%	6%	-%
NET: Satisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	72%	82%	-%	-%	-%	87%	72%	72%	72%	72%	72%	-%	76%	72%	-%	-%	82%	-%
NET: Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	12%	-%	-%	-%	-%	-%	12%	12%	12%	12%	12%	-%	13%	12%	-%	100%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	5												
Weighted total	3												
Very Dissatisfied	-												
-%	-												
Fairly Dissatisfied	*												
12%	14%												
Neither Satisfied Nor Dissatisfied	*												
6%	-												
Fairly Satisfied	2												
72%	80%												
Very Satisfied	-												
-%	-												
Have not Contacted / Not Applicable (DO NOT READ OUT)	*												
5%	-												
Don't Know / (DO NOT READ OUT)	*												
5%	6%												
NET: Satisfied	2												
72%	80%												
NET: Dissatisfied	*												
12%	14%												

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 120 (continuation)

Page 1162

Professionalism and handling of any query / complaint (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	5	4	2	1	2
Weighted total	3	3	3	*	1
Very Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	*
	12%	-%	-%	-%	72%
Neither Satisfied Nor Dissatisfied	*	-	-	*	-
	6%	-%	-%	100%	-%
Fairly Satisfied	2	-	2	-	-
	72%	-%	93%	-%	-%
Very Satisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*
	5%	-%	-%	-%	28%
Don't Know / (DO NOT READ OUT)	*	-	*	-	-
	5%	-%	7%	-%	-%
NET: Satisfied	2	-	2	-	-
	72%	-%	93%	-%	-%
NET: Dissatisfied	*	-	-	-	*
	12%	-%	-%	-%	72%

Columns Tested: a,b - a,b,c

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	1	-	-	-	-	-	-	-	-	-	1	-	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 121 (continuation)

Page 1164

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
Weighted total	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 121 (continuation)

Page 1165

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-
Weighted total	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 121 (continuation)

Page 1166

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1	1	-	-	-	-	1	-	1	-	-	1
Weighted total	*	*	-	-	-	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	-	*	-	*	-	-	*
	100%	-%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	*	-	*	-	-	*
	100%	-%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1	-	1	-	1	1	1	1	1	-	1	1	-	-	1	1	-
Weighted total	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 121 (continuation)

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Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1					1	1	1	1	1	-	1	1	-	1	-	-
Weighted total	*					*	*	*	*	*	-	*	*	-	*	-	-
Very Dissatisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*					*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
Very Satisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*					*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Dissatisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 121 (continuation)

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Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	1	1	-	1	-	1	-	-	-	-	-	-	1
Weighted total	*	-	-	*	-	*	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	*	-	*	-	-	-	-	-	-	*
100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-	*	-	-	-	-	-	-	*
100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Professionalism and handling of any query / complaint (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	-	-	-	-	1
Weighted total	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	*
100%	-%	-%	-%	-%	100%
Very Satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*
100%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c					

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	94	10	10	2	8	7	7	10	11	5	7	8	9	70
Weighted total	86	8	8	5	2	9	10	15	14	5	3	3	3	77
Very Dissatisfied	7	*	*	-	-	3	2	-	1	-	*	-	*	7
	9%	3%	2%	-%	-%	27%	23%	-%	9%	-%	14%	-%	14%	9%
Fairly Dissatisfied	10	2	-	-	-	-	3	*	3	-	*	1	*	8
	11%	25%	-%	-%	-%	-%	24%	1%	24%	-%	16%	24%	14%	10%
Neither Satisfied Nor Dissatisfied	16	*	6	2	*	1	2	-	2	*	-	1	*	15
	19%	3%	78%	50%	11%	15%	23%	-%	13%	3%	-%	25%	3%	20%
Fairly Satisfied	34	5	1	2	1	1	-	13	3	4	1	*	1	31
	39%	65%	18%	50%	50%	14%	-%	83%	24%	73%	53%	12%	27%	40%
Very Satisfied	17	*	-	-	1	4	3	2	4	-	*	1	1	15
	20%	5%	-%	-%	39%	44%	29%	16%	29%	-%	16%	25%	42%	19%
Don't Know / (DO NOT READ OUT)	2	-	*	-	-	-	-	-	-	1	-	*	-	1
	2%	-%	2%	-%	-%	-%	-%	-%	-%	24%	-%	14%	-%	2%
NET: Satisfied	51	5	1	2	1	5	3	15	7	4	2	1	2	46
	59%	69%	18%	50%	89%	58%	29%	99%	54%	73%	69%	37%	69%	60%
NET: Dissatisfied	17	2	*	-	-	3	5	*	5	-	1	1	1	14
	20%	28%	2%	-%	-%	27%	47%	1%	33%	-%	31%	24%	28%	19%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 122 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	*e	*f	*g	a	*b	*c	*d	e	a	b
Unweighted total	94	3	33	2	1	29	1	21	62	19	10	3	32	42	52
Weighted total	86	3	33	2	*	25	*	20	81	3	2	1	6	40	47
Very Dissatisfied	7	1	3	-	-	-	-	2	7	*	-	-	*	5	2
	9%	38%	9%	-%	-%	-%	-%	9%	9%	11%	-%	-%	6%	13%	5%
Fairly Dissatisfied	10	-	6	-	-	1	*	2	9	*	*	-	1	1	8
	11%	-%	20%	-%	-%	6%	100%	8%	11%	6%	18%	-%	9%	3%	18% a
Neither Satisfied Nor Dissatisfied	16	*	5	2	*	5	-	3	15	1	*	-	1	14	2
	19%	14%	14%	78%	100%	19%	-%	15%	18%	26%	18%	-%	21%	34% b	5%
Fairly Satisfied	34	2	12	-	-	10	-	10	32	1	1	-	2	10	24
	39%	48%	36%	-%	-%	41%	-%	51%	40%	31%	41%	-%	31%	24%	52% a
Very Satisfied	17	-	7	*	-	7	-	3	16	1	*	1	2	9	9
	20%	-%	21%	22%	-%	27%	-%	16%	20%	20%	23%	100%	29%	23%	18%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	2	-	*	2	*	-	-	*	1	1
	2%	-%	-%	-%	-%	7%	-%	1%	2%	6%	-%	-%	3%	3%	1%
NET: Satisfied	51	2	19	*	-	17	-	13	48	2	1	1	3	19	33
	59%	48%	57%	22%	-%	68%	-%	66%	59%	51%	64%	100%	60%	47%	70% a
NET: Dissatisfied	17	1	9	-	-	1	*	4	16	1	*	-	1	6	11
	20%	38%	29%	-%	-%	6%	100%	18%	20%	17%	18%	-%	16%	16%	23%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 122 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	94	34	6	16	5	32	62	4	28	62	28	28	10	7	8	11	-
Weighted total	86	42	5	8	1	42	44	7	36	44	42	23	9	4	4	2	-
Very Dissatisfied	7	2	-	2	*	1	6	-	1	6	*	3	4	-	-	*	-
	9%	6%	-%	24%	21%	3%	14%	-%	4%	14%	%	15%	42%	-%	-%	8%	-%
Fairly Dissatisfied	10	2	4	*	*	8	2	-	8	2	4	2	3	-	1	*	-
	11%	5%	86%	2%	21%	19%	4%	-%	22%	4%	9%	10%	29%	-%	20%	19%	-%
						b											
Neither Satisfied Nor Dissatisfied	16	9	*	3	*	11	5	3	8	5	4	6	2	3	*	*	-
	19%	22%	4%	40%	36%	25%	12%	43%	22%	12%	10%	25%	23%	77%	4%	16%	-%
Fairly Satisfied	34	17	-	1	*	13	21	4	9	21	21	7	*	-	3	1	-
	39%	40%	-%	16%	22%	31%	47%	57%	26%	47%	51%	31%	2%	-%	75%	34%	-%
Very Satisfied	17	10	-	1	-	8	10	-	8	10	11	5	*	1	-	1	-
	20%	24%	-%	18%	-%	18%	22%	-%	22%	22%	27%	20%	1%	12%	-%	23%	-%
Don't Know / (DO NOT READ OUT)	2	1	*	-	-	1	1	-	1	1	1	-	*	*	-	-	-
	2%	4%	10%	-%	-%	3%	1%	-%	4%	1%	3%	-%	2%	11%	-%	-%	-%
NET: Satisfied	51	26	-	3	*	21	30	4	17	30	32	12	*	1	3	1	-
	59%	64%	-%	34%	22%	50%	69%	57%	48%	69%	78%	50%	3%	12%	75%	57%	-%
NET: Dissatisfied	17	5	4	2	*	9	8	-	9	8	4	6	6	-	1	1	-
	20%	11%	86%	26%	41%	22%	18%	-%	26%	18%	9%	24%	71%	-%	20%	27%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 122 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	41	15	13	9	15	58	36	36	58	-	85	9
Weighted total	86	46	9	11	6	51	36	33	54	-	79	7
Very Dissatisfied	7	3	-	3	-	2	5	1	6	-	7	*
	9%	7%	-%	26%	-%	4%	15%	4%	11%	-%	9%	7%
Fairly Dissatisfied	10	6	1	2	*	6	4	4	6	-	8	2
	11%	13%	15%	19%	3%	11%	11%	12%	11%	-%	10%	27%
Neither Satisfied Nor Dissatisfied	16	9	2	3	-	11	5	7	9	-	16	-
	19%	19%	23%	26%	-%	22%	14%	21%	17%	-%	20%	-%
Fairly Satisfied	34	20	3	3	6	18	16	11	22	-	30	4
	39%	43%	32%	23%	40%	35%	46%	35%	42%	-%	38%	54%
Very Satisfied	17	6	3	1	4	14	4	8	10	-	17	1
	20%	14%	30%	5%	57%	27%	10%	24%	18%	-%	21%	12%
Don't Know / (DO NOT READ OUT)	2	2	-	-	-	1	1	1	*	-	2	-
	2%	4%	-%	-%	-%	1%	4%	5%	1%	-%	2%	-%
NET: Satisfied	51	26	5	3	10	31	20	19	32	-	47	5
	59%	57%	62%	28%	97%	62%	56%	59%	60%	-%	59%	66%
NET: Dissatisfied	17	9	1	5	*	8	9	5	12	-	15	2
	20%	20%	15%	45%	3%	15%	27%	16%	22%	-%	19%	34%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

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Table 122 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on

Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	*c	a	b	c
Unweighted total	94	34	22	38	78	71	86	86	33	66	71	79	-	14	69	87	30
Weighted total	86	32	17	37	62	58	76	78	14	64	60	75	-	11	54	76	17
Very Dissatisfied	7	2	2	3	7	6	7	7	1	7	7	7	-	-	4	7	2
	9%	6%	14%	8%	12%	11%	10%	10%	10%	11%	11%	10%	-%	-%	8%	10%	11%
Fairly Dissatisfied	10	6	3	1	8	2	8	6	2	7	8	10	-	*	4	8	2
	11%	18%	14%	4%	13%	4%	11%	7%	15%	11%	13% b	13%	-%	2%	7%	11%	10%
Neither Satisfied Nor Dissatisfied	16	10	2	4	13	14	16	14	5	11	12	13	-	3	10	15	2
	19%	30%	12%	12%	21%	24%	21%	17%	39% dfg	17%	20%	17%	-%	28%	18%	19%	11%
Fairly Satisfied	34	9	7	18	21	19	26	32	2	25	24	31	-	3	22	30	8
	39%	28%	39%	49%	34% e	33% e	35% e	41% e	11% e	38% e	39% e	41%	-%	29%	40%	39%	46%
Very Satisfied	17	4	4	10	10	14	16	17	3	14	8	14	-	3	13	15	4
	20%	12%	21%	27%	17%	25%	21%	22%	22%	22%	13%	19%	-%	28%	24%	19%	21%
Don't Know / (DO NOT READ OUT)	2	2	-	-	2	1	2	2	*	*	1	*	-	1	2	2	-
	2%	6%	-%	-%	3%	3%	3%	2%	3%	1%	2%	1%	-%	14%	4%	3%	-%
NET: Satisfied	51	13	10	28	32	34	42	50	5	39	31	45	-	6	35	44	12
	59%	40%	60%	76% a	51%	59% e	56% e	64% e	33%	60% e	53%	60%	-%	57%	64%	58%	68%
NET: Dissatisfied	17	8	5	4	15	8	15	13	4	14	15	17	-	*	8	15	4
	20%	24%	28%	12%	25%	15%	20%	17%	25%	22%	25%	23%	-%	2%	15%	20%	21%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	94	65	46	15	6	65	94	84	94	89	93	-	69	94	34	41	42	11
Weighted total	86	55	39	16	10	57	86	71	86	82	85	-	69	86	28	36	43	8
Very Dissatisfied	7	5	5	*	-	7	7	6	7	7	7	-	3	7	2	2	5	*
	9%	8%	14%	3%	-%	12%	9%	9%	9%	9%	9%	-%	5%	9%	7%	5%	12%	5%
Fairly Dissatisfied	10	5	1	*	*	7	10	8	10	7	10	-	6	10	2	6	4	-
	11%	9%	3%	3%	2%	12%	11%	12%	11%	9%	11%	-%	8%	11%	8%	17%	8%	-%
Neither Satisfied Nor Dissatisfied	16	9	10	6	4	8	16	16	16	15	16	-	13	16	4	5	9	2
	19%	17%	25%	39%	41%	13%	19%	23%	19%	19%	19%	-%	19%	19%	16%	13%	21%	33%
Fairly Satisfied	34	22	16	3	4	23	34	27	34	32	34	-	30	34	14	17	16	1
	39%	39%	41%	19%	42%	40%	39%	38%	39%	39%	40%	-%	43%	39%	50%	46%	38%	16%
Very Satisfied	17	12	6	5	1	11	17	12	17	17	16	-	15	17	5	7	7	3
	20%	23%	15%	35%	15%	20%	20%	17%	20%	21%	19%	-%	22%	20%	19%	20%	16%	46%
Don't Know / (DO NOT READ OUT)	2	2	1	*	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	2%	4%	2%	1%	-%	3%	2%	3%	2%	2%	2%	-%	3%	2%	-%	-%	5%	-%
NET: Satisfied	51	34	22	8	5	34	51	38	51	50	50	-	44	51	19	24	23	5
	59%	62%	56%	54%	57%	60%	59%	54%	59%	61%	59%	-%	65%	59%	69%	65%	54%	62%
NET: Dissatisfied	17	10	7	1	*	14	17	14	17	15	17	-	9	17	4	8	9	*
	20%	18%	17%	6%	2%	24%	20%	20%	20%	18%	20%	-%	13%	20%	15%	22%	21%	5%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	a	*b	c	a	*b	a	*b	a	*b	a	b	a	b
Unweighted total	34	18	42	65	29	91	3	57	9	30	55	53	41
Weighted total	86	33	36	49	37	86	1	58	6	26	53	55	32
Very Dissatisfied	7	3	2	4	4	7	-	5	*	3	4	5	2
9%	8%	17%	5%	8%	10%	9%	-%	9%	3%	10%	8%	10%	7%
Fairly Dissatisfied	10	3	3	5	4	10	-	6	2	1	6	6	4
11%	8%	24%	8%	11%	12%	11%	-%	10%	29%	5%	12%	10%	13%
Neither Satisfied Nor Dissatisfied	16	2	11	14	2	16	-	7	2	4	12	12	4
19%	7%	17%	30% a	28%	5%	19%	-%	12%	36%	17%	22%	21%	14%
Fairly Satisfied	34	17	15	18	16	34	-	25	2	12	18	22	12
39%	52%	12%	41%	37%	42%	39%	-%	43%	29%	46%	34%	40%	37%
Very Satisfied	17	7	5	6	12	17	1	15	-	4	12	10	8
20%	21%	30%	15%	12%	31%	20%	100%	25%	-%	17%	23%	17%	25%
Don't Know / (DO NOT READ OUT)	2	1	*	2	-	2	-	*	*	1	*	1	1
2%	4%	-%	1%	4%	-%	2%	-%	1%	3%	6%	1%	1%	4%
NET: Satisfied	51	24	20	24	27	51	1	40	2	16	30	32	20
59%	72%	42%	56%	49%	73%	59%	100%	69%	29%	62%	57%	58%	62%
NET: Dissatisfied	17	5	5	9	8	17	-	11	2	4	11	11	6
20%	16%	41%	13%	19%	21%	20%	-%	18%	32%	15%	20%	20%	19%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	*b	*a	*b	*c	*d
Unweighted total	94	74	5	25	26	14	29
Weighted total	86	66	7	29	29	9	19
Very Dissatisfied	7	2	5	3	1	1	3
	9%	3%	70%	9%	2%	15%	15%
Fairly Dissatisfied	10	6	*	*	4	1	4
	11%	9%	6%	2%	15%	11%	21%
Neither Satisfied Nor Dissatisfied	16	7	-	6	5	2	3
	19%	11%	-%	22%	18%	18%	15%
Fairly Satisfied	34	32	2	11	10	5	8
	39%	48%	23%	36%	36%	56%	40%
Very Satisfied	17	17	-	8	8	-	1
	20%	26%	-%	27%	29%	-%	7%
Don't Know / (DO NOT READ OUT)	2	2	-	1	-	-	*
	2%	3%	-%	5%	-%	-%	2%
NET: Satisfied	51	49	2	18	19	5	9
	59%	73%	23%	63%	65%	56%	47%
NET: Dissatisfied	17	8	5	3	5	2	7
	20%	13%	77%	10%	17%	26%	36%

Columns Tested: a,b - a,b,c,d

QOP3A. SUMMARY. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on Professionalism and handling of any query / complaint.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	City Link Post	DX	TNT Express	TNT Post UK	Other (1st)	Other (2nd)	Other (3rd)
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	17	17	5	18	3	16	7	13	10	1	2	3	20	5	1
Weighted total	18	9	6	21	2	17	10	16	8	*	2	2	23	3	*
Very Dissatisfied	1	2	-	2	-	-	-	-	2	-	-	-	*	-	-
	8%	20%	-%	12%	-%	-%	-%	-%	22%	-%	-%	-%	1%	-%	-%
Fairly Dissatisfied	*	*	*	2	-	-	2	*	*	*	2	-	3	*	-
	3%	5%	3%	8%	-%	-%	15%	1%	5%	100%	90%	-%	11%	12%	-%
Neither Satisfied Nor Dissatisfied	3	1	-	-	1	2	-	3	*	-	*	-	6	*	-
	14%	6%	-%	-%	80%	13%	-%	21%	2%	-%	10%	-%	25%	6%	-%
Fairly Satisfied	5	4	2	5	*	5	2	2	1	-	-	-	6	2	*
	26%	47%	27%	22%	9%	26%	16%	12%	19%	-%	-%	-%	27%	72%	100%
Very Satisfied	1	1	*	1	*	2	6	2	-	-	-	1	4	-	-
	3%	9%	8%	7%	11%	10%	57%	10%	-%	-%	-%	76%	16%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	1	4	10	-	9	1	9	3	-	-	*	5	*	-
	46%	13%	62%	49%	-%	50%	12%	56%	35%	-%	-%	24%	21%	5%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	*	-	-	-	-	1	-	-	-	-	*	-
	-%	-%	-%	2%	-%	-%	-%	-%	17%	-%	-%	-%	-%	5%	-%
NET: Satisfied	5	5	2	6	*	6	8	4	1	-	-	1	10	2	*
	29%	56%	35%	29%	20%	36%	73%	23%	19%	-%	-%	76%	42%	72%	100%
NET: Dissatisfied	2	2	*	4	-	-	2	*	2	*	2	-	3	*	-
	10%	25%	3%	20%	-%	-%	15%	1%	27%	100%	90%	-%	12%	12%	-%

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

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	17	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Weighted total	18	2	3	2	2	1	2	1	-	1	-	-	3	14
		2	3	5	*	1	3	3	-	*	-	-	1	17
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	45%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	-	-	-	-	-	-	*	1
	7%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	10%	7%
Fairly Satisfied	7	2	*	2	*	-	-	3	-	-	-	-	-	7
	38%	90%	5%	45%	44%	-%	-%	100%	-%	-%	-%	-%	-%	40%
Very Satisfied	1	*	-	-	*	-	*	-	-	-	-	-	*	1
	6%	10%	-%	-%	56%	-%	7%	-%	-%	-%	-%	-%	44%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	3	3	-	-	2	-	-	*	-	-	-	9
	46%	-%	95%	55%	-%	-%	93%	-%	-%	100%	-%	-%	-%	49%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	*	2	*	-	*	3	-	-	-	-	*	8
	44%	100%	5%	45%	100%	-%	7%	100%	-%	-%	-%	-%	44%	44%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	45%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 124 (continuation)

Page 1181

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	17	-	7	-	-	5	1	2	10	3	3	1	7	5	12
Weighted total	18	-	3	-	-	9	2	4	17	*	1	*	1	9	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	3%	-%	-%	-%	-%	5%	-%	-%	3%	-%	-%	-%	-%	-%	5%
Neither Satisfied Nor Dissatisfied	1	-	*	-	-	-	-	1	1	*	-	-	*	-	1
	7%	-%	4%	-%	-%	-%	-%	34%	7%	24%	-%	-%	9%	-%	14%
Fairly Satisfied	7	-	2	-	-	3	-	2	7	*	*	-	*	2	5
	38%	-%	67%	-%	-%	29%	-%	66%	39%	35%	31%	-%	28%	28%	46%
Very Satisfied	1	-	1	-	-	*	-	-	*	*	*	*	1	*	1
	6%	-%	23%	-%	-%	2%	-%	-%	3%	41%	39%	100%	49%	3%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	*	-	-	5	2	-	8	-	*	-	*	6	3
	46%	-%	6%	-%	-%	63%	100%	-%	49%	-%	31%	-%	14%	69%	26%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	3	-	-	3	-	2	7	*	*	*	1	3	5
	44%	-%	90%	-%	-%	31%	-%	66%	41%	76%	69%	100%	77%	31%	55%
NET: Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	3%	-%	-%	-%	-%	5%	-%	-%	3%	-%	-%	-%	-%	-%	5%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 124 (continuation)

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The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%																		
Unweighted total	17	2	1	3	4	5	12	1	4	12	4	4	1	3	2	2	-	
Weighted total	18	4	*	4	1	7	11	2	5	11	6	3	*	3	3	*	-	
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-	
	3%	-%	100%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	-%	16%	-%	-%	
Neither Satisfied Nor Dissatisfied	1	-	-	-	*	1	*	-	1	*	-	1	*	-	-	-	-	
	7%	-%	-%	-%	18%	18%	1%	-%	27%	1%	-%	40%	100%	-%	-%	-%	-%	
Fairly Satisfied	7	2	-	-	*	4	3	2	2	3	4	-	-	-	3	*	-	
	38%	60%	-%	-%	54%	59%	24%	100%	38%	24%	72%	-%	-%	-%	84%	49%	-%	
Very Satisfied	1	-	-	*	-	-	1	-	-	1	-	1	-	*	-	*	-	
	6%	-%	-%	11%	-%	-%	9%	-%	-%	9%	-%	21%	-%	7%	-%	51%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	2	-	4	*	2	7	-	2	7	2	1	-	3	-	-	-	
	46%	40%	-%	89%	28%	23%	61%	-%	35%	61%	28%	39%	-%	93%	-%	-%	-%	
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	8	2	-	*	*	4	4	2	2	4	4	1	-	*	3	*	-	
	44%	60%	-%	11%	54%	59%	34%	100%	38%	34%	72%	21%	-%	7%	84%	100%	-%	
NET: Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-	
	3%	-%	100%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	-%	16%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 124 (continuation)

Page 1183

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	17											
Weighted total	18											
Very Dissatisfied	-											
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*					*	-	*	-	-	*	-
3%	-%	-%	27%	-%	-%	6%	-%	7%	-%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	1					1	*	1	*	-	1	-
7%	17%	21%	-%	-%	-%	15%	1%	19%	1%	-%	9%	-%
Fairly Satisfied	7					4	3	3	4	-	7	-
38%	60%	-%	-%	-%	29%	54%	25%	38%	38%	-%	45%	-%
Very Satisfied	1					*	1	1	*	-	1	-
6%	-%	79%	-%	100%	5%	4%	7%	12%	2%	-%	7%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9					2	7	2	7	-	5	3
46%	22%	-%	73%	-%	65%	20%	67%	24%	59%	-%	36%	100%
Don't Know / (DO NOT READ OUT)	-					-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8					5	3	3	5	-	8	-
44%	60%	79%	-%	100%	35%	59%	32%	50%	40%	-%	52%	-%
NET: Dissatisfied	*					*	-	*	-	-	*	-
3%	-%	-%	27%	-%	-%	6%	-%	7%	-%	-%	3%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 124 (continuation)

Page 1184

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	17	7	4	6	16	15	16	17	8	10	12	14	-	3	13	16	8
Weighted total	18	6	6	6	15	14	15	18	7	7	10	14	-	4	13	15	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	3%	-%	-%	8%	3%	3%	3%	3%	7%	7%	5%	3%	-%	-%	4%	3%	-%
Neither Satisfied Nor Dissatisfied	1	*	-	1	1	*	1	1	-	1	1	1	-	-	1	1	1
	7%	2%	-%	21%	9%	1%	9%	7%	-%	20%	14%	10%	-%	-%	10%	9%	36%
Fairly Satisfied	7	3	2	3	7	7	7	7	-	3	4	5	-	2	4	7	-
	38%	44%	28%	41%	45%	50%	45%	38%	-%	40%	43%	32%	-%	57%	33%	45%	-%
Very Satisfied	1	*	*	1	1	1	1	1	1	1	1	1	-	*	1	1	1
	6%	3%	4%	10%	7%	7%	7%	6%	9%	13%	8%	6%	-%	4%	8%	7%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	3	4	1	5	5	5	9	5	1	3	7	-	2	6	5	1
	46%	51%	68%	20%	36%	39%	36%	46%	84%	21%	30%	49%	-%	39%	46%	36%	37%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	3	2	3	8	8	8	8	1	4	5	5	-	3	5	8	1
	44%	47%	32%	51%	52%	57%	52%	44%	9%	52%	51%	38%	-%	61%	41%	52%	27%
NET: Dissatisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	-
	3%	-%	-%	8%	3%	3%	3%	3%	7%	7%	5%	3%	-%	-%	4%	3%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 124 (continuation)

Page 1185

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	17	15	10	1	1	14	17	17	17	17	17	-	12	17	9	4	9	4
Weighted total	18	15	7	2	2	11	18	18	18	18	18	-	14	18	7	2	11	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	-	*	*	*	-	-
	3%	-%	7%	-%	-%	4%	3%	3%	3%	3%	3%	-%	-%	3%	7%	22%	-%	-%
Neither Satisfied Nor Dissatisfied	1	1	*	-	-	1	1	1	1	1	1	-	*	1	*	-	1	-
	7%	9%	2%	-%	-%	12%	7%	7%	7%	7%	7%	-%	1%	7%	2%	-%	13%	-%
Fairly Satisfied	7	7	3	-	2	5	7	7	7	7	7	-	7	7	5	-	7	-
	38%	47%	38%	-%	100%	40%	38%	38%	38%	38%	38%	-%	49%	38%	76%	-%	64%	-%
Very Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	*	*	1
	6%	7%	12%	-%	-%	9%	6%	6%	6%	6%	6%	-%	6%	6%	12%	10%	2%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	5	3	2	-	4	9	9	9	9	9	-	6	9	*	1	2	5
	46%	37%	43%	100%	-%	34%	46%	46%	46%	46%	46%	-%	44%	46%	3%	67%	22%	88%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	4	-	2	6	8	8	8	8	8	-	8	8	6	*	7	1
	44%	54%	49%	-%	100%	50%	44%	44%	44%	44%	44%	-%	55%	44%	89%	10%	65%	12%
NET: Dissatisfied	*	-	*	-	-	*	*	*	*	*	*	-	-	*	*	*	-	-
	3%	-%	7%	-%	-%	4%	3%	3%	3%	3%	3%	-%	-%	3%	7%	22%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 124 (continuation)

Page 1186

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	17	3	3	10	12	5	16	1	10	4	12	4	13
Weighted total	18	3	2	11	11	7	18	*	9	3	13	2	16
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	*	*	-	*	-	-	*	-	*	-
3%	-%	-%	4%	4%	-%	3%	-%	-%	-%	19%	-%	23%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	1	-	1	-	*	-	1	1	*
7%	-%	-%	12%	12%	-%	8%	-%	1%	-%	-%	11%	61%	1%
Fairly Satisfied	7	3	-	4	3	4	7	-	3	2	5	*	7
38%	94%	-%	38%	23%	63%	38%	-%	30%	-%	72%	40%	16%	41%
Very Satisfied	1	-	1	*	1	*	1	*	1	-	1	-	1
6%	-%	34%	4%	8%	3%	5%	100%	7%	-%	9%	6%	-%	6%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	*	1	5	6	2	9	-	5	-	5	-	9
46%	6%	66%	42%	53%	35%	47%	-%	62%	-%	-%	43%	-%	52%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	3	1	5	3	5	8	*	3	2	6	*	8
44%	94%	34%	42%	30%	65%	43%	100%	37%	-%	81%	47%	16%	47%
NET: Dissatisfied	*	-	-	*	*	-	*	-	-	*	-	*	-
3%	-%	-%	4%	4%	-%	3%	-%	-%	-%	19%	-%	23%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A2 Thinking about contacting DHL with a service query, request or complaint, and your experiences in the last six months, please rate DHL on the following aspects.)

Base: All of the respondents who have contacted DHL with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	17	11	1	4	2	4	7
Weighted total	18	14	1	4	3	6	5
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	*
	3%	3%	-%	-%	-%	-%	9%
Neither Satisfied Nor Dissatisfied	1	-	1	-	-	1	*
	7%	-%	100%	-%	-%	21%	2%
Fairly Satisfied	7	4	-	2	3	*	2
	38%	31%	-%	56%	92%	3%	35%
Very Satisfied	1	1	-	1	*	-	*
	6%	6%	-%	15%	8%	-%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	8	-	1	-	5	3
	46%	59%	-%	29%	-%	77%	50%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	5	-	3	3	*	2
	44%	37%	-%	71%	100%	3%	39%
NET: Dissatisfied	*	*	-	-	-	-	*
	3%	3%	-%	-%	-%	-%	9%

Columns Tested: a,b - a,b,c,d

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	17	3	1	-	2	1	-	2	3	-	2	1	2	12
Weighted total	9	2	*	-	*	*	-	3	2	-	1	*	1	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	6	2	-	-	-	-	-	2	1	-	-	*	-	5
	66%	81%	-%	-%	-%	-%	-%	93%	89%	-%	-%	100%	-%	79%
Very Satisfied	2	*	*	-	*	-	-	-	-	-	*	-	1	1
	18%	10%	100%	-%	50%	-%	-%	-%	-%	-%	50%	-%	100%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	-	-	*	*	-	*	-	-	-	-	-	1
	9%	10%	-%	-%	50%	100%	-%	7%	-%	-%	-%	-%	-%	11%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	2%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	2%
NET: Satisfied	7	2	*	-	*	-	-	2	1	-	*	*	1	6
	84%	90%	100%	-%	50%	-%	-%	93%	89%	-%	50%	100%	100%	86%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 125 (continuation)

Page 1189

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Industry							Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural	
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g		*a	*b	*c	*d	*e	*a	*b
Unweighted total	17	1	5	1	-	2	-	7		7	5	4	1	10	11	6
Weighted total	9	1	3	*	-	1	-	3		7	1	1	*	2	5	4
Very Dissatisfied	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	-	-		*	-	-	-	-	*	-
	5%	-%	16%	-%	-%	-%	-%	-%		7%	-%	-%	-%	-%	9%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-		-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	6	1	2	-	-	*	-	3		6	-	*	-	*	3	2
	66%	100%	55%	-%	-%	70%	-%	75%		80%	-%	23%	-%	10%	70%	61%
Very Satisfied	2	-	1	*	-	*	-	*		1	*	*	-	1	*	1
	18%	-%	23%	100%	-%	30%	-%	3%		13%	56%	24%	-%	36%	9%	29%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	*	-	-	-	-	1		-	*	*	*	1	*	*
	9%	-%	6%	-%	-%	-%	-%	17%		-%	23%	54%	100%	44%	8%	10%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	*		-	*	-	-	*	*	-
	2%	-%	-%	-%	-%	-%	-%	5%		-%	20%	-%	-%	10%	3%	-%
NET: Satisfied	7	1	2	*	-	1	-	3		7	*	*	-	1	4	4
	84%	100%	78%	100%	-%	100%	-%	78%		93%	56%	46%	-%	46%	79%	90%
NET: Dissatisfied	*	-	*	-	-	-	-	-		*	-	-	-	-	*	-
	5%	-%	16%	-%	-%	-%	-%	-%		7%	-%	-%	-%	-%	9%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 125 (continuation)

Page 1190

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	17	3	2	6	2	3	14	-	3	14	3	4	2	3	1	4	-	
Weighted total	9	2	1	2	*	1	8	-	1	8	4	2	*	1	*	1	-	
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-	
	5%	-%	73%	-%	-%	-%	6%	-%	-%	6%	-%	-%	-%	-%	-%	46%	-%	
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Satisfied	6	2	-	1	-	-	6	-	-	6	4	1	-	1	-	-	-	
	66%	81%	-%	60%	-%	-%	73%	-%	-%	73%	90%	60%	-%	76%	-%	-%	-%	
Very Satisfied	2	*	*	1	*	1	1	-	1	1	*	*	*	*	*	*	-	
	18%	19%	27%	25%	50%	79%	12%	-%	79%	12%	10%	23%	33%	24%	100%	18%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	*	*	-	1	-	-	1	-	*	*	-	-	*	-	
	9%	-%	-%	8%	50%	-%	10%	-%	-%	10%	-%	9%	67%	-%	-%	37%	-%	
Don't Know / (DO NOT READ OUT)	*	-	-	*	-	*	-	-	*	-	-	*	-	-	-	-	-	
	2%	-%	-%	7%	-%	21%	-%	-%	21%	-%	-%	8%	-%	-%	-%	-%	-%	
NET: Satisfied	7	2	*	2	*	1	7	-	1	7	4	2	*	1	*	*	-	
	84%	100%	27%	85%	50%	79%	85%	-%	79%	85%	100%	83%	33%	100%	100%	18%	-%	
NET: Dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	*	-	
	5%	-%	73%	-%	-%	-%	6%	-%	-%	6%	-%	-%	-%	-%	-%	46%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 125 (continuation)

Page 1191

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	17	6	7	3	-	1	9	8	5	12	-	15	2
Weighted total	9	4	4	1	-	*	2	7	1	8	-	8	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*	-
	5%	-%	12%	-%	-%	-%	22%	-%	39%	-%	-%	6%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	6	3	3	*	-	-	-	6	-	6	-	5	*
	66%	74%	68%	41%	-%	-%	-%	87%	-%	76%	-%	68%	46%
Very Satisfied	2	1	*	1	-	-	1	*	*	1	-	1	*
	18%	17%	9%	59%	-%	-%	52%	7%	31%	16%	-%	14%	54%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	*	-	-	*	*	*	*	1	-	1	-
	9%	5%	11%	-%	-%	100%	18%	6%	15%	8%	-%	10%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	-	*	-
	2%	4%	-%	-%	-%	-%	8%	-%	14%	-%	-%	2%	-%
NET: Satisfied	7	3	3	1	-	-	1	6	*	7	-	6	1
	84%	91%	77%	100%	-%	-%	52%	94%	31%	92%	-%	82%	100%
NET: Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*	-
	5%	-%	12%	-%	-%	-%	22%	-%	39%	-%	-%	6%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker

Table 125 (continuation)

Page 1192

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	17	8	5	4	16	14	16	16	8	12	16	15	-	2	14	17	10
Weighted total	9	4	3	1	7	4	7	9	3	5	8	8	-	*	8	9	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	5%	-%	14%	-%	6%	11%	6%	5%	17%	9%	6%	5%	-%	-%	6%	5%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	6	3	3	*	4	2	4	6	1	3	6	6	-	-	5	6	2
	66%	67%	78%	32%	59%	42%	59%	67%	45%	64%	70%	69%	-%	-%	67%	66%	50%
Very Satisfied	2	1	*	1	2	1	2	2	1	1	1	2	-	-	1	2	2
	18%	16%	8%	50%	22%	26%	22%	18%	23%	21%	13%	19%	-%	-%	16%	18%	40%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	*	1	1	1	1	*	*	1	*	-	*	1	1	*
	9%	13%	-%	18%	11%	18%	11%	9%	15%	7%	9%	4%	-%	100%	10%	9%	10%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	*	*	-	-	-	*	*	-	-	*	*	-
	2%	4%	-%	-%	2%	4%	2%	-%	-%	-%	2%	2%	-%	-%	2%	2%	-%
NET: Satisfied	7	3	3	1	6	3	6	7	2	4	7	7	-	-	7	7	4
	84%	83%	86%	82%	81%	68%	81%	86%	68%	85%	83%	88%	-%	-%	83%	84%	90%
NET: Dissatisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	5%	-%	14%	-%	6%	11%	6%	5%	17%	9%	6%	5%	-%	-%	6%	5%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 125 (continuation)

Page 1193

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	17	13	10	3	1	10	17	14	17	15	17	-	10	17	10	9	5	3
Weighted total	9	5	6	1	2	5	9	6	9	8	9	-	5	9	4	7	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	*	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	5%	-%	8%	57%	-%	-%	5%	8%	5%	5%	5%	-%	-%	5%	-%	6%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	6	3	4	-	2	4	6	3	6	6	6	-	3	6	2	6	-	-
	66%	59%	65%	-%	100%	71%	66%	46%	66%	67%	66%	-%	63%	66%	46%	79%	-%	-%
Very Satisfied	2	1	1	*	-	1	2	2	2	2	2	-	1	2	1	1	*	*
	18%	22%	20%	43%	-%	14%	18%	28%	18%	19%	18%	-%	25%	18%	39%	15%	18%	64%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	*	-	-	1	1	1	1	1	1	-	1	1	1	-	1	-
	9%	15%	7%	-%	-%	14%	9%	14%	9%	9%	9%	-%	11%	9%	15%	-%	82%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	*	*	-	*	-	-	*	-	-	-	*
	2%	3%	-%	-%	-%	-%	2%	3%	2%	-%	2%	-%	-%	2%	-%	-%	-%	36%
NET: Satisfied	7	4	5	*	2	5	7	4	7	7	7	-	5	7	3	7	*	*
	84%	81%	85%	43%	100%	86%	84%	75%	84%	85%	84%	-%	89%	84%	85%	94%	18%	64%
NET: Dissatisfied	*	-	*	*	-	-	*	*	*	*	*	-	-	*	-	*	-	-
	5%	-%	8%	57%	-%	-%	5%	8%	5%	5%	5%	-%	-%	5%	-%	6%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	17	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*b
Weighted total	9	6	5	6	12	5	17	-	11	1	6	9	11
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Satisfied	6	5	-	1	4	2	6	-	5	-	2	3	4
Very Satisfied	66%	88%	-	36%	66%	67%	66%	-	73%	-	63%	73%	68%
Have not Contacted / Not Applicable (DO NOT READ OUT)	2	1	1	-	1	1	2	-	1	-	1	*	1
Don't Know / (DO NOT READ OUT)	18%	12%	67%	-	15%	26%	18%	-	15%	-	20%	9%	15%
NET: Satisfied	7	6	1	1	5	2	7	-	6	-	3	3	5
NET: Dissatisfied	84%	100%	67%	36%	81%	93%	84%	-	89%	-	83%	82%	83%
	*	-	-	*	*	-	*	-	*	-	*	-	*
	5%	-	-	29%	7%	-	5%	-	6%	-	12%	-	8%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 125 (continuation)

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The staff being polite and courteous (QOP3A3 Thinking about contacting TNT with a service query, request or complaint, and your experiences in the last six months, please rate TNT on the following aspects.)

Base: All of the respondents who have contacted TNT with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	17	14	1	4	4	9
Weighted total	9	8	*	2	2	4
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	*	-	-
	5%	-%	100%	19%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Satisfied	6	6	-	1	2	3
	66%	73%	-%	53%	83%	64%
Very Satisfied	2	1	-	1	-	1
	18%	15%	-%	27%	-%	23%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	*	*
	9%	10%	-%	-%	17%	9%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*
	2%	2%	-%	-%	-%	4%
NET: Satisfied	7	7	-	2	2	3
	84%	88%	-%	81%	83%	87%
NET: Dissatisfied	*	-	*	*	-	-
	5%	-%	100%	19%	-%	-%

Columns Tested: a,b - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Have not Contacted / Not Applicable (DO NOT READ OUT) Don't Know / (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	5	2	-	-	-	1	1	-	-	-	-	-	1	4
	6	2	-	-	-	1	2	-	-	-	-	-	*	6
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	27%	90%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	30%
	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	3%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%
	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	8%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%
4	-	-	-	-	1	2	-	-	-	-	-	-	4	
62%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	67%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
1	*	-	-	-	-	-	-	-	-	-	-	*	*	
11%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	3%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 126 (continuation)

Page 1197

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	2	-	-	2	-	1	4	-	1	-	1	2	3
Weighted total	6	-	3	-	-	1	-	2	6	-	*	-	*	1	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied															
	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	27%	-%	-%	-%	-%	-%	-%	100%	28%	-%	-%	-%	-%	-%	36%
Fairly Satisfied	*	-	-	-	-	*	-	-	-	-	*	-	*	*	-
	3%	-%	-%	-%	-%	13%	-%	-%	-%	-%	100%	-%	100%	13%	-%
Very Satisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	8%	-%	16%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	10%
Have not Contacted / Not Applicable (DO NOT READ OUT)															
	4	-	2	-	-	1	-	-	4	-	-	-	-	1	2
	62%	-%	84%	-%	-%	87%	-%	-%	64%	-%	-%	-%	-%	87%	54%
Don't Know / (DO NOT READ OUT)															
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	-	*	-	-	*	-	*	-	*	*	*
	11%	-%	16%	-%	-%	13%	-%	-%	8%	-%	100%	-%	100%	13%	10%
NET: Dissatisfied															
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 126 (continuation)

Page 1198

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	5	1	-	2	-	2	3	-	2	3	1	3	-	-	-	-	-	
Weighted total	6	2	-	1	-	4	2	-	4	2	2	2	-	-	-	-	-	
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-	
	27%	-%	-%	-%	-%	40%	-%	-%	40%	-%	-%	71%	-%	-%	-%	-%	-%	
Fairly Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-	
	3%	-%	-%	29%	-%	-%	10%	-%	-%	10%	-%	8%	-%	-%	-%	-%	-%	
Very Satisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-	
	8%	-%	-%	71%	-%	-%	24%	-%	-%	24%	-%	20%	-%	-%	-%	-%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	-	-	-	2	1	-	2	1	2	-	-	-	-	-	-	
	62%	100%	-%	-%	-%	60%	66%	-%	60%	66%	100%	-%	-%	-%	-%	-%	-%	
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	
	11%	-%	-%	100%	-%	-%	34%	-%	-%	34%	-%	29%	-%	-%	-%	-%	-%	
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 126 (continuation)

Page 1199

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	5	2	-	1	1	1	3	2	2	3	-	3	2
Weighted total	6	4	-	*	1	*	4	2	2	4	-	4	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	2	-	2	-	-	2	-
	27%	40%	-%	-%	-%	-%	38%	-%	90%	-%	-%	38%	-%
Fairly Satisfied	*	-	-	-	-	*	*	-	*	-	-	*	-
	3%	-%	-%	-%	-%	100%	4%	-%	10%	-%	-%	4%	-%
Very Satisfied	*	-	-	*	-	-	-	*	-	*	-	-	*
	8%	-%	-%	100%	-%	-%	-%	27%	-%	11%	-%	-%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	-	-	1	-	2	1	-	4	-	2	1
	62%	60%	-%	-%	100%	-%	57%	73%	-%	89%	-%	57%	73%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	*	-	*	*	*	*	*	-	*	*
	11%	-%	-%	100%	-%	100%	4%	27%	10%	11%	-%	4%	27%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 126 (continuation)

Page 1200

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	1	2	4	3	4	5	1	3	4	4	-	1	4	4	2
Weighted total	6	3	2	1	5	2	5	6	*	4	6	4	-	2	4	5	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	2	2	2	2	-	-	2	-	-	2	2	2	2
	27%	-%	100%	-%	35%	71%	35%	27%	-%	-%	30%	-%	-%	100%	46%	35%	78%
Fairly Satisfied	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
	3%	-%	-%	13%	4%	8%	4%	3%	100%	-%	3%	4%	-%	-%	5%	4%	-%
Very Satisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	8%	16%	-%	-%	10%	20%	10%	8%	-%	11%	-%	11%	-%	-%	13%	10%	22%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	-	1	2	-	2	4	-	4	4	4	-	-	1	2	-
	62%	84%	-%	87%	51%	-%	51%	62%	-%	89%	67%	85%	-%	-%	35%	51%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	*	1	1	1	1	*	*	*	1	-	-	1	1	*
	11%	16%	-%	13%	14%	29%	14%	11%	100%	11%	3%	15%	-%	-%	19%	14%	22%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 126 (continuation) Page 1201

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	3	3	-	1	2	5	4	5	4	5	-	3	5	2	4	1	-
Weighted total	6	4	4	-	*	4	6	5	6	5	6	-	2	6	2	4	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	2	-	-	2	2	2	2	2	2	-	2	2	2	2	-	-
	27%	38%	38%	-%	-%	40%	27%	35%	27%	35%	27%	-%	71%	27%	78%	46%	-%	-%
Fairly Satisfied	*	*	*	-	*	-	*	*	*	*	*	-	*	*	-	*	-	-
	3%	4%	4%	-%	100%	-%	3%	4%	3%	4%	3%	-%	8%	3%	-%	5%	-%	-%
Very Satisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	8%	-%	-%	-%	-%	-%	8%	10%	8%	10%	8%	-%	20%	8%	22%	13%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	2	2	-	-	2	4	2	4	2	4	-	-	4	-	1	2	-
	62%	57%	57%	-%	-%	60%	62%	51%	62%	51%	62%	-%	-%	62%	-%	35%	100%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	-	*	-	1	1	1	1	1	-	1	1	*	1	-	-
	11%	4%	4%	-%	100%	-%	11%	14%	11%	14%	11%	-%	29%	11%	22%	19%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a
Unweighted total	5	4	1	-	2	3	5	-	2	-	-	3	3	2
Weighted total	6	6	*	-	3	3	6	-	2	-	-	4	4	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Dissatisfied	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2	2	-	2	-	-	2	2	-
	27%	30%	-%	-%	-%	53%	27%	-%	90%	-%	-%	38%	38%	-%
Fairly Satisfied	*	*	-	-	-	*	*	-	*	-	-	*	*	-
	3%	3%	-%	-%	-%	6%	3%	-%	10%	-%	-%	4%	4%	-%
Very Satisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	8%	-%	100%	-%	16%	-%	8%	-%	-%	-%	-%	-%	-%	27%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	-	-	2	1	4	-	-	-	-	2	2	1
	62%	67%	-%	-%	84%	41%	62%	-%	-%	-%	-%	57%	57%	73%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	*	-	*	*	1	-	*	-	-	*	*	*
	11%	3%	100%	-%	16%	6%	11%	-%	10%	-%	-%	4%	4%	27%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 126 (continuation)

Page 1203

The staff being polite and courteous (QOP3A4 Thinking about contacting UK Mail with a service query, request or complaint, and your experiences in the last six months, please rate UK Mail on the following aspects.)

Base: All of the respondents who have contacted UK Mail with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	5	3	1	1	1	2	1
Weighted total	6	4	2	2	*	3	*
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	-	2	-
	27%	-%	100%	-%	-%	56%	-%
Fairly Satisfied	*	-	-	-	*	-	-
	3%	-%	-%	-%	100%	-%	-%
Very Satisfied	*	*	-	-	-	-	*
	8%	11%	-%	-%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	-	2	-	1	-
	62%	89%	-%	100%	-%	44%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	*	-	-	*	-	*
	11%	11%	-%	-%	100%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	GOR													
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	Significance Level: 95%														
	Unweighted total	18	1	-	3	1	1	2	1	3	2	1	2	1	14
	Weighted total	21	2	-	8	*	*	3	*	4	1	*	1	*	19
	Very Dissatisfied	2	-	-	-	-	-	2	-	-	-	-	-	-	2
		12%	-%	-%	-%	-%	-%	93%	-%	-%	-%	-%	-%	-%	13%
	Fairly Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
		8%	-%	-%	-%	-%	-%	-%	-%	37%	-%	-%	-%	-%	9%
	Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	Fairly Satisfied	2	-	-	-	*	-	-	*	-	1	-	-	-	2
		8%	-%	-%	-%	100%	-%	-%	100%	-%	88%	-%	-%	-%	9%
	Very Satisfied	4	-	-	2	-	-	*	-	1	-	-	-	*	4
		21%	-%	-%	31%	-%	-%	7%	-%	28%	-%	-%	-%	100%	21%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	2	-	5	-	*	-	-	2	*	*	*	-	9	
	49%	100%	-%	69%	-%	100%	-%	-%	35%	12%	100%	50%	-%	49%	
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	*	-	-	
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	50%	-%	-%	
NET: Satisfied	6	-	-	2	*	-	*	*	1	1	-	-	*	6	
	29%	-%	-%	31%	100%	-%	7%	100%	28%	88%	-%	-%	100%	30%	
NET: Dissatisfied	4	-	-	-	-	-	2	-	2	-	-	-	-	4	
	20%	-%	-%	-%	-%	-%	93%	-%	37%	-%	-%	-%	-%	22%	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m															

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Table 127 (continuation)

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The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	18	-	5	-	-	10	-	3	13	1	3	1	5	10	8
Weighted total	21	-	6	-	-	12	-	2	20	*	1	*	1	16	5
Very Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	12%	-%	40%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	15%	-%
Fairly Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	8%	-%	28%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	-%	36%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	1	-	-	*	-	-	1	*	*	-	*	*	1
	8%	-%	21%	-%	-%	3%	-%	-%	6%	100%	36%	-%	40%	1%	31%
Very Satisfied	4	-	*	-	-	4	-	-	4	-	-	*	*	4	1
	21%	-%	8%	-%	-%	31%	-%	-%	21%	-%	-%	100%	19%	23%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	-	*	-	-	8	-	2	10	-	*	-	*	10	*
	49%	-%	3%	-%	-%	62%	-%	100%	49%	-%	64%	-%	41%	60%	9%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	2%	-%	-%	-%	-%	4%	-%	-%	2%	-%	-%	-%	-%	-%	10%
NET: Satisfied	6	-	2	-	-	4	-	-	5	*	*	*	1	4	2
	29%	-%	29%	-%	-%	35%	-%	-%	28%	100%	36%	100%	59%	25%	45%
NET: Dissatisfied	4	-	4	-	-	-	-	-	4	-	-	-	-	2	2
	20%	-%	68%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	15%	36%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 127 (continuation)

Page 1206

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	18	6	1	1	1	5	13	1	4	13	3	6	2	2	1	3	-	
Weighted total	21	11	*	*	*	7	13	2	6	13	4	9	3	1	*	1	-	
Very Dissatisfied	2	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	
	12%	22%	-%	-%	-%	-%	18%	-%	-%	18%	-%	-%	91%	-%	-%	-%	-%	
Fairly Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-	
	8%	-%	-%	-%	-%	22%	-%	-%	28%	-%	-%	18%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Satisfied	2	-	-	-	-	-	2	-	-	2	1	-	-	-	*	*	-	
	8%	-%	-%	-%	-%	-%	13%	-%	-%	13%	30%	-%	-%	-%	100%	25%	-%	
Very Satisfied	4	4	-	*	-	1	3	-	1	3	1	3	-	-	-	*	-	
	21%	35%	-%	100%	-%	17%	23%	-%	22%	23%	30%	32%	-%	-%	-%	21%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	5	-	-	*	4	6	2	3	6	2	4	*	*	-	*	-	
	49%	43%	-%	-%	100%	61%	42%	100%	50%	42%	40%	49%	9%	27%	-%	54%	-%	
Don't Know / (DO NOT READ OUT)	*	-	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	
	2%	-%	100%	-%	-%	-%	4%	-%	-%	4%	-%	-%	-%	73%	-%	-%	-%	
NET: Satisfied	6	4	-	*	-	1	5	-	1	5	3	3	-	-	*	*	-	
	29%	35%	-%	100%	-%	17%	36%	-%	22%	36%	60%	32%	-%	-%	100%	46%	-%	
NET: Dissatisfied	4	2	-	-	-	2	2	-	2	2	-	2	-	-	-	-	-	
	20%	22%	-%	-%	-%	22%	18%	-%	28%	18%	-%	18%	91%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 127 (continuation)

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The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	18	5	2	4	2	5	9	5	13	-	16	2
Weighted total	21	8	1	5	1	6	9	6	15	-	17	4
Very Dissatisfied	2	-	-	2	-	-	2	-	2	-	2	-
	12%	-%	-%	51%	-%	-%	22%	-%	16%	-%	14%	-%
Fairly Dissatisfied	2	-	-	2	-	-	2	-	2	-	2	-
	8%	-%	-%	35%	-%	-%	15%	-%	11%	-%	10%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	-	*	1	*	1	-	2	-	2	-
	8%	-%	-%	4%	87%	4%	2%	13%	11%	-%	10%	-%
Very Satisfied	4	4	-	*	*	-	4	3	2	-	4	*
	21%	45%	-%	10%	13%	-%	41%	44%	12%	-%	23%	13%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	4	1	-	-	5	5	3	7	-	7	3
	49%	49%	100%	-%	-%	96%	52%	56%	46%	-%	41%	87%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	*	-	*	-
	2%	6%	-%	-%	-%	-%	5%	-%	3%	-%	3%	-%
NET: Satisfied	6	4	-	1	1	*	4	3	3	-	6	*
	29%	45%	-%	14%	100%	4%	43%	44%	23%	-%	32%	13%
NET: Dissatisfied	4	-	-	4	-	-	4	-	4	-	4	-
	20%	-%	-%	86%	-%	-%	36%	-%	28%	-%	24%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	18	8	2	8	16	14	16	17	8	12	14	15	-	3	15	16	6
Weighted total	21	11	3	7	16	14	16	18	4	12	15	19	-	2	16	16	4
Very Dissatisfied	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	12%	-%	93%	-%	15%	17%	15%	13%	-%	20%	16%	13%	-%	-%	-%	15%	-%
Fairly Dissatisfied	2	2	-	-	2	-	2	2	-	2	2	2	-	-	2	2	-
	8%	15%	-%	-%	10%	-%	10%	9%	-%	14%	11%	9%	-%	-%	10%	10%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	-	*	1	2	2	2	2	*	2	2	2	-	-	2	2	-
	8%	-%	7%	21%	10%	12%	10%	9%	9%	14%	11%	9%	-%	-%	10%	10%	-%
Very Satisfied	4	2	-	3	4	4	4	4	*	3	4	3	-	1	4	4	3
	21%	16%	-%	38%	27%	32%	27%	24%	4%	25%	26%	15%	-%	87%	27%	27%	78%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	7	-	3	5	5	5	8	3	3	5	10	-	*	8	5	1
	49%	65%	-%	41%	34%	39%	34%	42%	76%	23%	36%	52%	-%	13%	50%	34%	22%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	-	*	*	*	*	-	*	-	-	*	*	-
	2%	4%	-%	-%	3%	-%	3%	3%	11%	4%	-%	2%	-%	-%	3%	3%	-%
NET: Satisfied	6	2	*	4	6	6	6	6	1	5	6	5	-	1	6	6	3
	29%	16%	7%	59%	38%	44%	38%	33%	13%	39%	37%	24%	-%	87%	37%	38%	78%
NET: Dissatisfied	4	2	2	-	4	2	4	4	-	4	4	4	-	-	2	4	-
	20%	15%	93%	-%	26%	17%	26%	22%	-%	34%	27%	21%	-%	-%	10%	26%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 127 (continuation)

Page 1209

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	18	12	10	-	1	15	18	17	18	18	18	-	15	18	5	8	9	1
Weighted total	21	12	10	-	2	15	21	19	21	21	21	-	16	21	6	5	13	3
Very Dissatisfied	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	12%	-%	23%	-%	-%	16%	12%	13%	12%	12%	12%	-%	-%	12%	-%	-%	19%	-%
Fairly Dissatisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	8%	14%	-%	-%	-%	11%	8%	9%	8%	8%	8%	-%	10%	8%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	1	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	8%	1%	14%	-%	-%	11%	8%	9%	8%	8%	8%	-%	10%	8%	-%	34%	-%	-%
Very Satisfied	4	4	3	-	2	1	4	4	4	4	4	-	4	4	3	*	4	-
	21%	34%	25%	-%	100%	10%	21%	23%	21%	21%	21%	-%	26%	21%	54%	10%	31%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	5	3	-	-	7	10	8	10	10	10	-	8	10	3	3	4	3
	49%	46%	32%	-%	-%	48%	49%	44%	49%	49%	49%	-%	51%	49%	46%	57%	33%	100%
Don't Know / (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	2%	4%	5%	-%	-%	3%	2%	2%	2%	2%	2%	-%	3%	2%	-%	-%	4%	-%
NET: Satisfied	6	4	4	-	2	3	6	6	6	6	6	-	6	6	3	2	4	-
	29%	35%	40%	-%	100%	21%	29%	32%	29%	29%	29%	-%	36%	29%	54%	43%	31%	-%
NET: Dissatisfied	4	2	2	-	-	4	4	4	4	4	4	-	2	4	-	-	4	-
	20%	14%	23%	-%	-%	28%	20%	21%	20%	20%	20%	-%	10%	20%	-%	-%	32%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	18	3	5	10	12	6	17	12	1	3	13	7	11
Weighted total	21	2	5	13	12	8	20	15	2	4	13	9	12
Very Dissatisfied	2	-	2	-	2	2	-	2	-	2	-	2	-
	12%	-%	46%	-%	-%	28%	12%	16%	-%	58%	-%	28%	-%
Fairly Dissatisfied	2	-	-	2	2	-	2	-	2	-	2	2	-
	8%	-%	-%	12%	14%	-%	8%	-%	100%	-%	13%	19%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Fairly Satisfied	2	*	-	1	1	*	2	1	-	1	*	1	*
	8%	11%	0%	11%	12%	3%	8%	10%	0%	31%	3%	17%	1%
Very Satisfied	4	-	*	4	1	4	4	4	-	-	4	2	2
	21%	0%	9%	29%	5%	44%	20%	27%	0%	0%	30%	28%	16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	2	2	6	8	2	10	6	-	*	7	*	10
	49%	89%	45%	44%	65%	25%	49%	43%	0%	11%	51%	3%	83%
Don't Know / (DO NOT READ OUT)	*	-	-	*	*	-	*	*	-	-	*	*	-
	2%	0%	0%	4%	4%	0%	2%	3%	0%	0%	4%	5%	0%
NET: Satisfied	6	*	*	5	2	4	6	5	-	1	4	4	2
	29%	11%	9%	40%	17%	46%	29%	37%	0%	31%	33%	45%	17%
NET: Dissatisfied	4	-	2	2	2	2	4	2	2	2	2	4	-
	20%	0%	46%	12%	14%	28%	20%	16%	100%	58%	13%	47%	0%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 127 (continuation)

Page 1211

The staff being polite and courteous (QOP3A5 Thinking about contacting UPS with a service query, request or complaint, and your experiences in the last six months, please rate UPS on the following aspects.)

Base: All of the respondents who have contacted UPS with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	18	16	1	3	3	3	9
Weighted total	21	18	2	6	2	4	8
Very Dissatisfied	2	-	2	-	-	-	2
	12%	-%	100%	-%	-%	-%	30%
Fairly Dissatisfied	2	2	-	-	-	-	2
	8%	9%	-%	-%	-%	-%	21%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	2	-	-	*	1	-
	8%	9%	-%	-%	11%	32%	-%
Very Satisfied	4	4	-	4	-	-	1
	21%	24%	-%	60%	-%	-%	8%
Have not Contacted / Not Applicable (DO NOT READ OUT)	10	10	-	2	2	3	3
	49%	55%	-%	40%	89%	68%	35%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*
	2%	3%	-%	-%	-%	-%	6%
NET: Satisfied	6	6	-	4	*	1	1
	29%	33%	-%	60%	11%	32%	8%
NET: Dissatisfied	4	2	2	-	-	-	4
	20%	9%	100%	-%	-%	-%	51%

Columns Tested: a,b - a,b,c,d

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	3	-	1	-	1	-	-	-	-	-	1	-	-	2
Weighted total	2	-	1	-	*	-	-	-	-	-	*	-	-	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	1	-	-	-	-	-	-	-	*	-	-	1
	89%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	88%
Very Satisfied	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	11%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	12%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	1	-	*	-	-	-	-	-	*	-	-	1
	100%	-%	100%	-%	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 128 (continuation)

Page 1213

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	3	-	1	-	-	-	-	1	1	2	-	-	2	2	1
Weighted total	2	-	*	-	-	-	-	*	1	*	-	-	*	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	-	-	-	-	*	1	*	-	-	*	1	-
	89%	-%	-%	-%	-%	-%	-%	100%	100%	43%	-%	-%	43%	100%	-%
Very Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	11%	-%	100%	-%	-%	-%	-%	-%	-%	57%	-%	-%	57%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	*	-	-	-	-	*	1	*	-	-	*	1	*
	100%	-%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 12B (continuation)

Page 1214

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	3	2	-	1	-	3	-	-	3	-	2	-	1	-	-	-
Weighted total	2	*	-	1	-	2	-	-	2	-	1	-	*	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	*	-	1	-	1	-	-	1	-	1	-	-	-	-	-
	89%	43%	-%	100%	-%	89%	-%	-%	89%	-%	100%	-%	-%	-%	-%	-%
Very Satisfied	*	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	11%	57%	-%	-%	-%	11%	-%	-%	11%	-%	-%	-%	100%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	*	-	1	-	2	-	-	2	-	1	-	*	-	-	-
	100%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 128 (continuation)

Page 1215

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	3											
Weighted total	2											
Very Dissatisfied	-											
	-%											
Fairly Dissatisfied	-											
	-%											
Neither Satisfied Nor Dissatisfied	-											
	-%											
Fairly Satisfied	1											
	89%											
Very Satisfied	*											
	11%											
Have not Contacted / Not Applicable (DO NOT READ OUT)	-											
	-%											
Don't Know / (DO NOT READ OUT)	-											
	-%											
NET: Satisfied	2											
	100%											
NET: Dissatisfied	-											
	-%											
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 128 (continuation)

Page 1216

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	-	1	2	3	3	3	2	2	2	2	3	-	-	2	3	1
Weighted total	2	-	*	1	2	2	2	1	1	1	1	2	-	-	1	2	1
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	-	-	1	1	1	1	1	1	1	1	1	-	-	1	1	1
	89%	-%	-%	100%	89%	89%	89%	88%	88%	88%	88%	89%	-%	-%	88%	89%	100%
Very Satisfied	*	-	*	-	*	*	*	*	*	*	*	*	-	-	*	*	-
	11%	-%	100%	-%	11%	11%	11%	12%	12%	12%	12%	11%	-%	-%	12%	11%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	-	*	1	2	2	2	1	1	1	1	2	-	-	1	2	1
	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 128 (continuation)

Page 1217

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	3	1	-	-	3	3	3	3	3	3	-	2	3	-	2	1	-
Weighted total	2	2	1	-	-	2	2	2	2	2	2	-	1	2	-	1	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	89%	89%	100%	-%	-%	89%	89%	89%	89%	89%	89%	-%	100%	89%	-%	100%	-%	-%
Very Satisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	11%	11%	-%	-%	-%	11%	11%	11%	11%	11%	11%	-%	-%	11%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	2	1	-	-	2	2	2	2	2	2	-	1	2	-	1	*	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 128 (continuation)

Page 1218

The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	3	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Weighted total	2	-	2	2	1	3	-	3	-	-	3	1	2
Very Dissatisfied	-	-	1	1	*	2	-	2	-	-	2	*	1
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Satisfied	1	-	-	-	-	-	-	-	-	-	-	-	-
Very Satisfied	89%	-	100%	88%	100%	89%	-	89%	-	-	89%	-	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	*	-	*	-	-	*	*	-
Don't Know / (DO NOT READ OUT)	11%	-	-	12%	-	11%	-	11%	-	-	11%	100%	-
NET: Satisfied	2	-	1	1	*	2	-	2	-	-	2	*	1
NET: Dissatisfied	100%	-	100%	100%	100%	100%	-	100%	-	-	100%	100%	100%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 128 (continuation)

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The staff being polite and courteous (QOP3A6 Thinking about contacting Yodel with a service query, request or complaint, and your experiences in the last six months, please rate Yodel on the following aspects.)

Base: All of the respondents who have contacted Yodel with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	3	2	-	1	-	1	1
Weighted total	2	1	-	1	-	*	*
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	1	1	-	1	-	*	-
	89%	88%	-%	100%	-%	100%	-%
Very Satisfied	*	*	-	-	-	-	*
	11%	12%	-%	-%	-%	-%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	2	1	-	1	-	*	*
	100%	100%	-%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Have not Contacted / Not Applicable (DO NOT READ OUT) Don't Know / (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	16	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	1	1	-	-	1	3	1	1	1	1	2	3	2	9
	17	1	-	-	1	4	2	2	2	1	1	1	1	14
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	-%
	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	8%	-%	-%	-%	-%	36%	-%	-%	-%	-%	-%	-%	-%	10%
	2	-	-	-	-	-	-	-	-	1	1	-	-	1
	12%	-%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	9%
	5	-	-	-	-	1	-	2	-	-	-	*	*	4
	26%	-%	-%	-%	-%	32%	-%	100%	-%	-%	-%	30%	46%	26%
9	1	-	-	1	1	2	-	2	-	-	*	*	8	
50%	100%	-%	-%	100%	32%	100%	-%	100%	-%	-%	34%	54%	55%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
7	-	-	-	-	1	-	2	-	1	1	*	*	5	
38%	-%	-%	-%	-%	32%	-%	100%	-%	100%	100%	30%	46%	35%	
*	-	-	-	-	-	-	-	-	-	-	*	-	-	
3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	35%	-%	-%	

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Table 129 (continuation)

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The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	16	1	5	-	1	5	-	4	16	-	-	-	-	6	10
Weighted total	17	*	7	-	*	6	-	4	17	-	-	-	-	6	12
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	3%	100%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	4%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	8%	-%	-%	-%	-%	24%	-%	-%	8%	-%	-%	-%	-%	25%	-%
Fairly Satisfied	2	-	2	-	-	-	-	*	2	-	-	-	-	*	2
	12%	-%	26%	-%	-%	-%	-%	11%	12%	-%	-%	-%	-%	8%	14%
Very Satisfied	5	-	4	-	*	*	-	-	5	-	-	-	-	*	4
	26%	-%	55%	-%	100%	7%	-%	-%	26%	-%	-%	-%	-%	7%	35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	1	-	-	4	-	3	9	-	-	-	-	3	5
	50%	-%	19%	-%	-%	69%	-%	89%	50%	-%	-%	-%	-%	59%	46%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	-	5	-	*	*	-	*	7	-	-	-	-	1	6
	38%	-%	81%	-%	100%	7%	-%	11%	38%	-%	-%	-%	-%	15%	50%
NET: Dissatisfied	*	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	3%	100%	-%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	4%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 129 (continuation)

Page 1222

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	16	9	2	-	-	5	11	2	3	11	7	4	3	-	2	-	-
Weighted total	17	10	2	-	-	5	12	2	3	12	10	3	3	-	2	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	3%	5%	-%	-%	-%	9%	-%	-%	14%	-%	-%	18%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	-	-	-	1	-	-	1	1	-	-	-	-	-	-
	8%	-%	-%	-%	-%	-%	12%	-%	-%	12%	14%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	2	*	-	-	-	-	2	-	-	2	1	1	-	-	-	-	-
	12%	5%	-%	-%	-%	-%	18%	-%	-%	18%	13%	33%	-%	-%	-%	-%	-%
Very Satisfied	5	4	-	-	-	1	4	*	*	4	3	1	-	-	-	-	-
	26%	40%	-%	-%	-%	15%	31%	20%	12%	31%	32%	49%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	5	2	-	-	4	5	2	2	5	4	-	3	-	2	-	-
	50%	51%	100%	-%	-%	76%	39%	80%	73%	39%	41%	-%	100%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	5	-	-	-	1	6	*	*	6	5	2	-	-	-	-	-
	38%	44%	-%	-%	-%	15%	49%	20%	12%	49%	45%	82%	-%	-%	-%	-%	-%
NET: Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	3%	5%	-%	-%	-%	9%	-%	-%	14%	-%	-%	18%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 129 (continuation)

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The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	16											
Weighted total	17											
Very Dissatisfied	-											
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*					*		*		-	*	-
3%	-%	-%	-%	-%	-%	4%	-%	5%	-%	-%	3%	-%
Neither Satisfied Nor Dissatisfied	1				1	1	-	-	1	-	1	-
8%	-%	-%	-%	-%	28%	11%	-%	-%	20%	-%	8%	-%
Fairly Satisfied	2			1	-	1	1	*	2	-	2	-
12%	12%	-%	-%	33%	-%	7%	30%	5%	23%	-%	13%	-%
Very Satisfied	5			1	2	3	2	3	2	-	4	*
26%	11%	-%	-%	34%	48%	22%	40%	28%	23%	-%	24%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9		*	1	1	8	1	6	3	-	9	-
50%	78%	-%	100%	33%	24%	57%	30%	62%	34%	-%	52%	-%
Don't Know / (DO NOT READ OUT)	-					-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7			3	2	4	3	3	3	-	6	*
38%	22%	-%	-%	67%	48%	28%	70%	33%	46%	-%	37%	100%
NET: Dissatisfied	*					*		*		-	*	-
3%	-%	-%	-%	-%	-%	4%	-%	5%	-%	-%	3%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 129 (continuation)

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The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	16	4	1	11	12	10	14	13	5	11	12	12	-	3	8	13	3
Weighted total	17	2	2	13	10	11	14	15	6	11	12	14	-	3	9	12	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	*	-	*	-	*	-	*	-	-	-	-	*	-
	3%	27%	-%	-%	5%	-%	3%	-%	8%	-%	4%	-%	-%	-%	-%	4%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	-	1	1	1	-	1	1	1	-	-	1	-	-
	8%	-%	-%	11%	-%	13%	11%	9%	-%	13%	12%	11%	-%	-%	16%	-%	-%
Fairly Satisfied	2	-	-	2	2	2	2	2	-	2	2	2	-	-	2	2	-
	12%	-%	-%	16%	22%	16%	16%	14%	-%	19%	18%	16%	-%	-%	19%	18%	-%
Very Satisfied	5	1	-	4	1	3	3	4	-	4	*	4	-	*	2	3	*
	26%	46%	-%	28%	8%	27%	24%	27%	-%	37%	3%	31%	-%	12%	19%	27%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	*	2	6	6	5	6	7	6	3	8	6	-	3	4	6	3
	50%	26%	100%	45%	65%	44%	47%	49%	92%	31%	63%	43%	-%	88%	46%	52%	86%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	1	-	6	3	5	5	6	-	6	3	6	-	*	3	5	*
	38%	46%	-%	44%	30%	42%	39%	41%	-%	56%	21%	46%	-%	12%	38%	44%	14%
NET: Dissatisfied	*	*	-	-	*	-	*	-	*	-	*	-	-	-	-	*	-
	3%	27%	-%	-%	5%	-%	3%	-%	8%	-%	4%	-%	-%	-%	-%	4%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 129 (continuation)

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The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	16	a 8	b 6	a 3	b 1	c 12	a 16	b 13	c 16	d 15	e 16	- 11	a 16	b 5	c 7	a 8	b 1
Weighted total	17	8	5	4	1	13	17	14	17	17	-	14	17	6	8	9	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	-	*	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	3%	-%	9%	-%	-%	4%	3%	3%	3%	3%	-%	-%	3%	-%	-%	5%	-%
Neither Satisfied Nor Dissatisfied	1	-	-	1	1	-	1	1	1	1	-	1	1	-	1	-	-
	8%	-%	-%	34%	100%	-%	8%	10%	8%	8%	-%	10%	8%	-%	18%	-%	-%
Fairly Satisfied	2	1	2	*	-	2	2	2	2	2	-	2	2	*	2	-	*
	12%	10%	32%	9%	-%	14%	12%	15%	12%	13%	-%	15%	12%	8%	22%	-%	100%
Very Satisfied	5	3	-	2	-	2	5	3	5	4	5	4	5	-	2	2	-
	26%	34%	-%	57%	-%	13%	26%	20%	26%	24%	-%	29%	26%	-%	31%	23%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	5	3	-	-	9	9	7	9	9	9	7	9	5	2	7	-
	50%	55%	58%	-%	-%	69%	50%	51%	50%	52%	50%	46%	50%	92%	28%	72%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	4	2	3	-	3	7	5	7	6	7	6	7	*	4	2	*
	38%	45%	32%	66%	-%	27%	38%	36%	38%	37%	38%	44%	38%	8%	54%	23%	100%
NET: Dissatisfied	*	-	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-
	3%	-%	9%	-%	-%	4%	3%	3%	3%	3%	-%	-%	3%	-%	-%	5%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	16	3	10	10	6	16	-	12	-	4	11	6	10
Weighted total	17	4	3	8	9	17	-	15	-	4	13	6	11
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly Dissatisfied	*	*	-	-	*	*	-	*	-	-	*	-	*
3%	11%	-	-	-	5%	3%	-	3%	-	-	4%	-	4%
Neither Satisfied Nor Dissatisfied	1	1	-	1	-	1	-	1	-	1	-	1	-
8%	33%	-	-	17%	-	8%	-	10%	-	32%	-	22%	-
Fairly Satisfied	2	-	*	2	-	2	-	2	-	1	1	2	*
12%	-	16%	17%	26%	-	12%	-	12%	-	29%	7%	27%	4%
Very Satisfied	5	2	-	1	4	5	-	4	-	-	4	3	2
26%	56%	-	21%	10%	41%	26%	-	28%	-	-	33%	44%	16%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	3	4	5	9	-	7	-	2	7	*	8
50%	-	84%	62%	47%	54%	50%	-	47%	-	39%	56%	7%	76%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-	-	-	-	-	-	-	-	-	-	-	-	-
NET: Satisfied	7	2	*	3	4	7	-	6	-	1	5	5	2
38%	56%	16%	38%	36%	41%	38%	-	40%	-	29%	40%	71%	19%
NET: Dissatisfied	*	*	-	-	*	*	-	*	-	-	*	-	*
3%	11%	-	-	-	5%	3%	-	3%	-	-	4%	-	4%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 129 (continuation) Page 1227

The staff being polite and courteous (QOP3A7 Thinking about contacting Parcelforce with a service query, request or complaint, and your experiences in the last six months, please rate Parcelforce on the following aspects.)

Base: All of the respondents who have contacted Parcelforce with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	16	15	-	4	4	2	6
Weighted total	17	17	-	5	3	3	7
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	-	-	-	*
	3%	3%	-%	-%	-%	-%	7%
Neither Satisfied Nor Dissatisfied	1	1	-	-	1	-	-
	8%	8%	-%	-%	54%	-%	-%
Fairly Satisfied	2	2	-	-	*	1	*
	12%	13%	-%	-%	15%	50%	7%
Very Satisfied	5	4	-	4	1	-	-
	26%	24%	-%	69%	30%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	9	-	2	-	1	6
	50%	52%	-%	31%	-%	50%	86%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	7	6	-	4	1	1	*
	38%	37%	-%	69%	46%	50%	7%
NET: Dissatisfied	*	*	-	-	-	-	*
	3%	3%	-%	-%	-%	-%	7%

Columns Tested: a,b - a,b,c,d

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	7	1	-	-	1	1	1	-	2	-	-	-	1	6
Weighted total	10	2	-	-	1	1	3	-	3	-	-	-	*	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	15%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	16%
Fairly Satisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	16%	-%	-%	-%	-%	-%	-%	-%	51%	-%	-%	-%	-%	17%
Very Satisfied	6	-	-	-	-	1	3	-	2	-	-	-	*	6
	57%	-%	-%	-%	-%	100%	100%	-%	49%	-%	-%	-%	100%	55%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	1	-	-	-	-	-	-	-	-	1
	12%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	13%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	-	-	-	1	3	-	3	-	-	-	*	7
	73%	-%	-%	-%	-%	100%	100%	-%	100%	-%	-%	-%	100%	72%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 130 (continuation)

Page 1229

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	7	-	3	-	-	3	-	1	7	-	-	-	-	3	4
Weighted total	10	-	4	-	-	4	-	3	10	-	-	-	-	5	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	15%	-%	44%	-%	-%	-%	-%	-%	15%	-%	-%	-%	-%	-%	31%
Fairly Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	16%	-%	-%	-%	-%	38%	-%	-%	16%	-%	-%	-%	-%	-%	32%
Very Satisfied	6	-	2	-	-	1	-	3	6	-	-	-	-	4	2
	57%	-%	56%	-%	-%	33%	-%	100%	57%	-%	-%	-%	-%	77%	37%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	12%	-%	-%	-%	-%	29%	-%	-%	12%	-%	-%	-%	-%	23%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	2	-	-	3	-	3	8	-	-	-	-	4	4
	73%	-%	56%	-%	-%	71%	-%	100%	73%	-%	-%	-%	-%	77%	69%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 130 (continuation)

Page 1230

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%																		
Unweighted total	7	4	-	1	-	4	3	-	4	3	4	2	-	1	-	-	-	
Weighted total	10	7	-	*	-	7	3	-	7	3	7	2	-	1	-	-	-	
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-	
	15%	22%	-%	-%	-%	22%	-%	-%	22%	-%	22%	-%	-%	-%	-%	-%	-%	
Fairly Satisfied	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-	
	16%	24%	-%	-%	-%	23%	-%	-%	23%	-%	23%	-%	-%	-%	-%	-%	-%	
Very Satisfied	6	3	-	*	-	4	2	-	4	2	4	2	-	-	-	-	-	
	57%	36%	-%	100%	-%	55%	62%	-%	55%	62%	55%	100%	-%	-%	-%	-%	-%	
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	
	12%	18%	-%	-%	-%	-%	38%	-%	-%	38%	-%	-%	-%	100%	-%	-%	-%	
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	8	4	-	*	-	6	2	-	6	2	6	2	-	-	-	-	-	
	73%	60%	-%	100%	-%	78%	62%	-%	78%	62%	78%	100%	-%	-%	-%	-%	-%	
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 130 (continuation)

Page 1231

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	7	3	2	-	1	1	5	2	5	2	-	6	1
Weighted total	10	6	3	-	2	*	8	2	7	3	-	9	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	-	2	-	2	-	-	2
	15%	27%	-%	-%	-%	-%	-%	77%	-%	50%	-%	-%	100%
Fairly Satisfied	2	2	-	-	-	-	2	-	2	-	-	2	-
	16%	29%	-%	-%	-%	-%	20%	-%	23%	-%	-%	19%	-%
Very Satisfied	6	3	1	-	2	*	6	*	4	2	-	6	-
	57%	44%	53%	-%	100%	100%	66%	23%	60%	50%	-%	67%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	-	1	-	1	-	-	1	-
	12%	-%	47%	-%	-%	-%	15%	-%	17%	-%	-%	14%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	4	1	-	2	*	7	*	6	2	-	8	-
	73%	73%	53%	-%	100%	100%	85%	23%	83%	50%	-%	86%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 130 (continuation)

Page 1232

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	7	1	1	5	4	5	6	7	1	7	3	7	-	-	3	7	3
Weighted total	10	2	3	6	6	7	9	10	1	10	3	10	-	-	4	10	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	2	-	2	2	-	2	2	2	-	-	-	2	2
	15%	100%	-%	-%	26%	-%	18%	15%	-%	15%	45%	15%	-%	-%	-%	15%	48%
Fairly Satisfied	2	-	-	2	-	-	-	2	-	2	-	2	-	-	-	2	-
	16%	-%	-%	26%	-%	-%	-%	16%	-%	16%	-%	16%	-%	-%	-%	16%	-%
Very Satisfied	6	-	3	3	5	6	6	6	1	6	2	6	-	-	4	6	*
	57%	-%	100%	54%	74%	83%	68%	57%	100%	57%	55%	57%	-%	-%	100%	57%	14%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	1	1	1	-	1	-	1	-	-	-	1	1
	12%	-%	-%	20%	-%	17%	14%	12%	-%	12%	-%	12%	-%	-%	-%	12%	38%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	-	3	5	5	6	6	8	1	8	2	8	-	-	4	8	*
	73%	-%	100%	80%	74%	83%	68%	73%	100%	73%	55%	73%	-%	-%	100%	73%	14%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 130 (continuation)

Page 1233

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	7	3	5	1	-	5	7	3	7	6	6	-	4	7	3	3	2	2
Weighted total	10	4	7	2	-	7	10	3	10	9	9	-	6	10	5	4	3	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	2	-	2	2	2	-	2	2	2	-	2	-
	15%	-%	-%	-%	-%	-%	15%	-%	15%	18%	18%	-%	26%	15%	34%	-%	50%	-%
Fairly Satisfied	2	-	2	-	-	2	2	-	2	-	2	-	-	2	-	2	-	-
	16%	-%	22%	-%	-%	23%	16%	-%	16%	-%	19%	-%	-%	16%	-%	38%	-%	-%
Very Satisfied	6	4	5	2	-	4	6	2	6	6	4	-	5	6	3	1	2	3
	57%	100%	61%	100%	-%	60%	57%	60%	57%	68%	50%	-%	74%	57%	66%	33%	50%	100%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	1	1	1	1	1	1	-	-	1	-	1	-	-
	12%	-%	17%	-%	-%	17%	12%	40%	12%	14%	14%	-%	-%	12%	-%	29%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	4	6	2	-	6	8	2	8	6	6	-	5	8	3	3	2	3
	73%	100%	83%	100%	-%	83%	73%	60%	73%	68%	68%	-%	74%	73%	66%	71%	50%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 130 (continuation)

Page 1234

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	2	3	2	3	7	-	4	-	2	4	3	4
Weighted total	10	3	4	3	4	10	-	7	-	3	6	6	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	2	2	-	-	-	-	-	-	2
15%	50%	-%	-%	-%	23%	15%	-%	-%	-%	-%	-%	-%	33%
Fairly Satisfied	2	-	-	2	-	2	-	2	-	-	2	2	-
16%	-%	-%	57%	47%	-%	16%	-%	24%	-%	-%	27%	29%	-%
Very Satisfied	6	2	4	-	2	6	-	4	-	2	4	4	2
57%	50%	100%	-%	53%	59%	57%	-%	58%	-%	55%	73%	71%	40%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	1	-	1	-	1	-	-	1
12%	-%	-%	43%	-%	18%	12%	-%	18%	-%	45%	-%	-%	27%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	2	4	2	4	8	-	6	-	2	6	6	2
73%	50%	100%	57%	100%	59%	73%	-%	82%	-%	55%	100%	100%	40%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 130 (continuation)

Page 1235

The staff being polite and courteous (QOP3A8 Thinking about contacting Hermes with a service query, request or complaint, and your experiences in the last six months, please rate Hermes on the following aspects.)

Base: All of the respondents who have contacted Hermes with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	7	7	-	1	4	2
Weighted total	10	10	-	*	7	3
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	2	-
	15%	15%	-%	-%	22%	-%
Fairly Satisfied	2	2	-	-	-	2
	16%	16%	-%	-%	-%	57%
Very Satisfied	6	6	-	*	6	-
	57%	57%	-%	100%	78%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	-	-	-	1
	12%	12%	-%	-%	-%	43%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	8	8	-	*	6	2
	73%	73%	-%	100%	78%	57%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c						

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	13	2	1	2	2	2	2	-	1	-	1	-	-	12
Weighted total	16	1	2	5	*	3	3	-	2	-	*	-	-	15
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	11%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	11%
Fairly Satisfied	4	*	2	-	*	1	-	-	-	-	*	-	-	3
	23%	11%	100%	-%	44%	47%	-%	-%	-%	-%	100%	-%	-%	21%
Very Satisfied	2	-	-	-	-	1	*	-	-	-	-	-	-	2
	10%	-%	-%	-%	-%	53%	7%	-%	-%	-%	-%	-%	-%	11%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	1	-	5	*	-	2	-	-	-	-	-	-	9
	56%	89%	-%	100%	56%	-%	93%	-%	-%	-%	-%	-%	-%	58%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	*	2	-	*	3	*	-	-	-	*	-	-	5
	34%	11%	100%	-%	44%	100%	7%	-%	-%	-%	100%	-%	-%	32%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 131 (continuation)

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The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	13	-	5	-	-	5	-	3	9	-	3	1	4	7	6
Weighted total	16	-	3	-	-	8	-	5	15	-	1	*	1	9	7
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	-	-	-	-	-	2	-	-	-	-	-	2
	11%	-%	62%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	-%	24%
Fairly Satisfied	4	-	1	-	-	2	-	1	3	-	*	-	*	2	1
	23%	-%	30%	-%	-%	19%	-%	26%	22%	-%	60%	-%	45%	25%	21%
Very Satisfied	2	-	-	-	-	2	-	-	1	-	-	*	*	1	*
	10%	-%	-%	-%	-%	20%	-%	-%	10%	-%	-%	100%	25%	16%	3%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	*	-	-	5	-	4	9	-	*	-	*	5	4
	56%	-%	8%	-%	-%	60%	-%	74%	57%	-%	40%	-%	30%	58%	53%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	-	1	-	-	3	-	1	5	-	*	*	1	4	2
	34%	-%	30%	-%	-%	40%	-%	26%	32%	-%	60%	100%	70%	42%	24%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 131 (continuation)

Page 1238

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	13	6	-	1	1	5	8	1	4	8	4	4	1	1	1	2	-
Weighted total	16	11	-	*	*	10	5	2	8	5	8	5	1	2	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-	-
	11%	-%	-%	-%	-%	16%	-%	-%	21%	-%	-%	35%	-%	-%	-%	-%	-%
Fairly Satisfied	4	2	-	*	*	2	2	-	2	2	1	*	-	2	*	*	-
	23%	19%	-%	100%	100%	15%	40%	-%	19%	40%	17%	10%	-%	100%	100%	49%	-%
Very Satisfied	2	-	-	-	-	-	2	-	-	2	1	-	-	-	-	*	-
	10%	-%	-%	-%	-%	-%	31%	-%	-%	31%	19%	-%	-%	-%	-%	51%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	9	-	-	-	7	1	2	5	1	5	3	1	-	-	-	-
	56%	81%	-%	-%	-%	69%	28%	100%	60%	28%	64%	56%	100%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	-	*	*	2	4	-	2	4	3	*	-	2	*	*	-
	34%	19%	-%	100%	100%	15%	72%	-%	19%	72%	36%	10%	-%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 131 (continuation)

Page 1239

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	13	5	2	1	2	3	9	4	5	8	-	13	-
Weighted total	16	9	2	2	*	3	11	5	8	8	-	16	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	-	-	-	2	-	2	-	2	-
	11%	-%	-%	100%	-%	-%	-%	35%	-%	21%	-%	11%	-%
Fairly Satisfied	4	2	2	-	*	*	2	2	*	3	-	4	-
	23%	19%	88%	-%	47%	6%	19%	33%	6%	41%	-%	23%	-%
Very Satisfied	2	-	-	-	*	1	2	-	*	1	-	2	-
	10%	-%	-%	-%	53%	50%	15%	-%	2%	19%	-%	10%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	7	*	-	-	1	7	1	7	1	-	9	-
	56%	81%	12%	-%	-%	44%	66%	31%	92%	19%	-%	56%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	2	-	*	2	4	2	1	5	-	5	-
	34%	19%	88%	-%	100%	56%	34%	33%	8%	60%	-%	34%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 131 (continuation)

Page 1240

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	13	4	3	6	9	9	11	12	6	8	9	10	-	3	12	10	5
Weighted total	16	8	3	5	9	10	12	13	6	7	10	12	-	4	13	11	2
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	2	-	2	2	-	2	2	2	-	-	2	2	-
	11%	21%	-%	-%	18%	-%	14%	12%	-%	24%	16%	14%	-%	-%	12%	16%	-%
Fairly Satisfied	4	1	*	2	1	2	2	4	*	2	2	2	-	1	4	2	2
	23%	16%	6%	43%	9%	19%	20%	28%	6%	34%	23%	20%	-%	33%	28%	22%	80%
Very Satisfied	2	-	-	2	*	2	2	2	*	1	2	1	-	*	2	*	*
	10%	-%	-%	32%	2%	16%	14%	12%	3%	21%	15%	12%	-%	5%	12%	2%	9%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	5	3	1	6	6	6	6	5	1	5	6	-	2	6	6	*
	56%	62%	94%	25%	71%	64%	53%	48%	91%	21%	46%	54%	-%	62%	48%	60%	11%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	*	4	1	4	4	5	1	4	4	4	-	1	5	3	2
	34%	16%	6%	75%	11%	36%	33%	40%	9%	55%	38%	32%	-%	38%	40%	24%	89%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 131 (continuation)

Page 1241

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	13	9	6	1	2	11	13	13	13	13	13	11	13	10	4	8	1
Weighted total	16	9	6	1	4	12	16	16	16	16	16	14	16	12	4	12	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	11%	18%	-%	-%	-%	14%	11%	11%	11%	11%	-%	12%	11%	-%	-%	14%	-%
Fairly Satisfied	4	1	2	-	-	4	4	4	4	4	-	4	4	4	2	1	*
	23%	9%	33%	-%	-%	31%	23%	23%	23%	23%	-%	26%	23%	30%	55%	12%	100%
Very Satisfied	2	*	*	1	1	*	2	2	2	2	-	1	2	*	1	*	*
	10%	2%	3%	100%	37%	2%	10%	10%	10%	10%	-%	10%	10%	1%	39%	2%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	6	4	-	2	6	9	9	9	9	9	7	9	9	*	9	-
	56%	71%	64%	-%	63%	53%	56%	56%	56%	56%	-%	53%	56%	69%	6%	72%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	1	2	1	1	4	5	5	5	5	-	5	5	4	3	2	*
	34%	11%	36%	100%	37%	33%	34%	34%	34%	34%	-%	36%	34%	31%	94%	14%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c																	

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Table 131 (continuation)

Page 1242

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	13	2	3	8	11	2	12	8	3	5	8	6	7
Weighted total	16	2	3	11	13	3	16	9	3	3	12	5	10
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	2	-	2	-	2	-	2	2	-
11%	-%	-%	15%	13%	-%	11%	-%	-%	53%	-%	13%	30%	-%
Fairly Satisfied	4	*	2	1	3	*	4	1	1	2	2	2	1
23%	11%	62%	13%	27%	7%	24%	-%	7%	47%	49%	16%	43%	13%
Very Satisfied	2	1	-	*	2	-	1	2	-	1	*	1	*
10%	89%	-%	2%	12%	-%	9%	100%	19%	-%	44%	1%	26%	2%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	-	1	7	6	2	9	6	-	*	9	-	9
56%	-%	38%	70%	48%	93%	56%	-%	74%	-%	7%	69%	-%	86%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	2	2	2	5	*	5	2	1	3	2	4	1
34%	100%	62%	15%	39%	7%	33%	100%	26%	47%	93%	18%	70%	14%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 131 (continuation) Page 1243

The staff being polite and courteous (QOP3A9 Thinking about contacting FedEx with a service query, request or complaint, and your experiences in the last six months, please rate FedEx on the following aspects.)

Base: All of the respondents who have contacted FedEx with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	13	11	-	4	3	1	5
Weighted total	16	12	-	7	3	*	5
Very Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	2
	11%	14%	-%	-%	-%	-%	34%
Fairly Satisfied	4	2	-	1	2	*	1
	23%	18%	-%	17%	48%	100%	13%
Very Satisfied	2	2	-	-	1	-	*
	10%	14%	-%	-%	45%	-%	4%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	6	-	6	*	-	2
	56%	54%	-%	83%	7%	-%	49%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	5	4	-	1	3	*	1
	34%	32%	-%	17%	93%	100%	17%
NET: Dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c,d							

The staff being polite and courteous (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	10	-	3	-	-	1	1	1	1	1	1	1	-	8
Weighted total	8	-	3	-	-	1	*	*	1	1	*	*	-	7
Very Dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	2%	-%	7%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	3%
Fairly Satisfied	3	-	1	-	-	1	-	*	-	-	-	-	-	3
	35%	-%	47%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	40%
Very Satisfied	2	-	-	-	-	-	-	-	1	-	-	*	-	1
	22%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	18%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	-	-	*	-	-	-	-	-	-	1
	19%	-%	47%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	21%
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	17%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	19%
NET: Satisfied	4	-	1	-	-	1	-	*	1	-	-	*	-	4
	57%	-%	47%	-%	-%	100%	-%	100%	100%	-%	-%	100%	-%	58%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 132 (continuation)

Page 1245

The staff being polite and courteous (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	10	-	-	-	-	4	-	4	7	2	1	-	3	6	4
Weighted total	8	-	-	-	-	3	-	2	7	*	*	-	1	7	1
Very Dissatisfied	*	-	-	-	-	-	-	*	*	-	-	-	-	-	*
	5%	-%	-%	-%	-%	-%	-%	20%	6%	-%	-%	-%	-%	-%	44%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	2%	-%	-%	-%	-%	-%	-%	9%	-%	53%	-%	-%	36%	-%	20%
Fairly Satisfied	3	-	-	-	-	*	-	1	3	*	-	-	*	3	*
	35%	-%	-%	-%	-%	5%	-%	63%	36%	47%	-%	-%	32%	38%	18%
Very Satisfied	2	-	-	-	-	2	-	-	2	-	-	-	-	2	-
	22%	-%	-%	-%	-%	53%	-%	-%	23%	-%	-%	-%	-%	25%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	-	-	-	-	*	1	-	*	-	*	1	*
	19%	-%	-%	-%	-%	-%	-%	8%	18%	-%	100%	-%	32%	19%	18%
Don't Know / (DO NOT READ OUT)	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	17%	-%	-%	-%	-%	41%	-%	-%	18%	-%	-%	-%	-%	19%	-%
NET: Satisfied	4	-	-	-	-	2	-	1	4	*	-	-	*	4	*
	57%	-%	-%	-%	-%	59%	-%	63%	59%	47%	-%	-%	32%	62%	18%
NET: Dissatisfied	*	-	-	-	-	-	-	*	*	-	-	-	-	-	*
	5%	-%	-%	-%	-%	-%	-%	20%	6%	-%	-%	-%	-%	-%	44%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 132 (continuation)

Page 1246

The staff being polite and courteous (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	10	4	1	2	-	3	7	1	2	7	4	2	2	-	1	1	-
Weighted total	8	4	*	1	-	4	4	1	3	4	4	2	1	-	*	*	-
Very Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	10%	-%	-%	10%	-%	24%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	2%	5%	-%	-%	-%	-%	5%	-%	-%	5%	-%	-%	13%	-%	-%	-%	-%
Fairly Satisfied	3	1	-	-	-	1	1	1	-	1	1	-	1	-	*	-	-
	35%	31%	-%	-%	-%	33%	38%	100%	-%	38%	30%	-%	88%	-%	100%	-%	-%
Very Satisfied	2	1	*	-	-	1	*	-	1	*	2	-	-	-	-	-	-
	22%	31%	100%	-%	-%	33%	11%	-%	49%	11%	40%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	*	-
	19%	-%	-%	100%	-%	-%	37%	-%	-%	37%	-%	76%	-%	-%	-%	100%	-%
Don't Know / (DO NOT READ OUT)	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	17%	32%	-%	-%	-%	34%	-%	-%	51%	-%	31%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	3	*	-	-	3	2	1	1	2	3	-	1	-	*	-	-
	57%	63%	100%	-%	-%	66%	48%	100%	49%	48%	69%	-%	88%	-%	100%	-%	-%
NET: Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	5%	-%	-%	-%	-%	-%	10%	-%	-%	10%	-%	24%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 132 (continuation)

Page 1247

The staff being polite and courteous (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	10											
Weighted total	8											
Very Dissatisfied	*	*	-	-	-	*	-	*	-	-	*	-
	5%	9%	-%	-%	-%	12%	-%	-%	8%	-%	5%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*	-	*	-	-	*	-
	2%	4%	-%	-%	-%	5%	-%	6%	-%	-%	2%	-%
Fairly Satisfied	3	1	-	*	-	1	1	1	1	-	3	-
	35%	28%	-%	12%	-%	41%	30%	43%	30%	-%	35%	-%
Very Satisfied	2	1	*	-	-	1	*	-	2	-	2	-
	22%	28%	100%	-%	-%	37%	10%	-%	35%	-%	22%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	*	-	1	-	*	1	*	1	-	1	-
	19%	4%	-%	88%	-%	5%	30%	6%	26%	-%	19%	-%
Don't Know / (DO NOT READ OUT)	1	1	-	-	-	-	1	1	-	-	1	-
	17%	28%	-%	-%	-%	-%	30%	45%	-%	-%	17%	-%
NET: Satisfied	4	3	*	*	-	3	2	1	3	-	4	-
	57%	55%	100%	12%	-%	78%	40%	43%	65%	-%	57%	-%
NET: Dissatisfied	*	*	-	-	-	*	-	-	*	-	*	-
	5%	9%	-%	-%	-%	12%	-%	-%	8%	-%	5%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 132 (continuation)

Page 1248

The staff being polite and courteous (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	10	4	2	4	10	9	10	10	4	5	8	7	-	3	7	10	1
Weighted total	8	4	*	3	8	6	8	8	2	4	6	5	-	3	6	8	1
Very Dissatisfied	*	-	-	*	*	*	*	*	-	*	*	*	-	-	-	*	-
	5%	-%	-%	12%	5%	6%	5%	5%	-%	9%	6%	8%	-%	-%	-%	5%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	2%	5%	-%	-%	2%	3%	2%	2%	-%	-%	3%	-%	-%	7%	3%	2%	-%
Fairly Satisfied	3	1	*	1	3	1	3	3	*	3	1	3	-	-	1	3	-
	35%	31%	50%	38%	35%	23%	35%	35%	8%	62%	23%	55%	-%	-%	25%	35%	-%
Very Satisfied	2	1	-	*	2	2	2	2	*	-	2	*	-	1	2	2	-
	22%	31%	-%	12%	22%	26%	22%	22%	21%	-%	27%	8%	-%	46%	28%	22%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	*	1	1	1	1	1	1	1	1	1	-	-	1	1	1
	19%	-%	50%	37%	19%	22%	19%	19%	71%	29%	20%	29%	-%	-%	21%	19%	100%
Don't Know / (DO NOT READ OUT)	1	1	-	-	1	1	1	1	-	-	1	-	-	1	1	1	-
	17%	32%	-%	-%	17%	20%	17%	17%	-%	-%	21%	-%	-%	47%	22%	17%	-%
NET: Satisfied	4	3	*	2	4	3	4	4	1	3	3	3	-	1	3	4	-
	57%	63%	50%	51%	57%	49%	57%	57%	29%	62%	50%	63%	-%	46%	53%	57%	-%
NET: Dissatisfied	*	-	-	*	*	*	*	*	-	*	*	*	-	-	-	*	-
	5%	-%	-%	12%	5%	6%	5%	5%	-%	9%	6%	8%	-%	-%	-%	5%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 132 (continuation)

Page 1249

The staff being polite and courteous (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	10	10	6	2	-	8	10	10	10	10	10	-	9	10	-	3	6	1
Weighted total	8	8	5	1	-	7	8	8	8	8	8	-	7	8	-	2	5	*
Very Dissatisfied	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	5%	5%	9%	69%	-%	-%	5%	5%	5%	5%	5%	-%	6%	5%	-%	-%	-%	100%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	2%	2%	4%	31%	-%	-%	2%	2%	2%	2%	2%	-%	3%	2%	-%	-%	3%	-%
Fairly Satisfied	3	3	3	-	-	3	3	3	3	3	3	-	3	3	-	*	3	-
	35%	35%	56%	-%	-%	38%	35%	35%	35%	35%	35%	-%	37%	35%	-%	9%	47%	-%
Very Satisfied	2	2	-	-	-	2	2	2	2	2	2	-	1	2	-	*	1	-
	22%	22%	-%	-%	-%	24%	22%	22%	22%	22%	22%	-%	17%	22%	-%	23%	23%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	*	-
	19%	19%	31%	-%	-%	20%	19%	19%	19%	19%	19%	-%	20%	19%	-%	68%	3%	-%
Don't Know / (DO NOT READ OUT)	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	17%	17%	-%	-%	-%	18%	17%	17%	17%	17%	17%	-%	18%	17%	-%	-%	24%	-%
NET: Satisfied	4	4	3	-	-	4	4	4	4	4	4	-	4	4	-	1	4	-
	57%	57%	56%	-%	-%	62%	57%	57%	57%	57%	57%	-%	55%	57%	-%	32%	70%	-%
NET: Dissatisfied	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	-	-	*
	5%	5%	9%	69%	-%	-%	5%	5%	5%	5%	5%	-%	6%	5%	-%	-%	-%	100%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 132 (continuation)

Page 1250

The staff being polite and courteous (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%														
Unweighted total	10	4	1	5	9	1	10	-	6	1	3	7	4	6
Weighted total	8	3	1	3	6	1	8	-	6	*	3	5	3	5
Very Dissatisfied	*	-	*	-	*	-	*	-	-	-	-	*	-	*
	5%	-%	-%	12%	6%	-%	5%	-%	-%	-%	-%	8%	-%	8%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	-	*	-	-	*	*	-	*	-
	2%	6%	-%	-%	3%	-%	2%	-%	-%	100%	7%	-%	6%	-%
Fairly Satisfied	3	1	-	1	3	-	3	-	3	*	1	1	3	*
	35%	41%	-%	44%	42%	-%	35%	-%	45%	-%	46%	29%	88%	3%
Very Satisfied	2	*	-	1	*	1	2	-	2	-	2	2	-	2
	22%	13%	-%	39%	6%	100%	22%	-%	30%	-%	-%	34%	-%	35%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	*	1	-	1	-	1	-	-	1	*	1
	19%	-%	100%	5%	22%	-%	19%	-%	25%	-	-%	29%	6%	26%
Don't Know / (DO NOT READ OUT)	1	1	-	-	1	-	1	-	-	-	1	-	-	1
	17%	41%	-%	-%	20%	-%	17%	-%	-%	-%	47%	-%	-%	27%
NET: Satisfied	4	2	-	3	3	1	4	-	4	-	1	3	3	2
	57%	54%	-%	82%	49%	100%	57%	-%	75%	-%	46%	63%	88%	38%
NET: Dissatisfied	*	-	-	*	*	-	*	-	-	-	-	*	-	*
	5%	-	-%	12%	6%	-%	5%	-%	-%	-%	-%	8%	-%	8%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 132 (continuation)

Page 1251

The staff being polite and courteous (QOP3A10 Thinking about contacting City Link Post with a service query, request or complaint, and your experiences in the last six months, please rate City Link Post on the following aspects.)

Base: All of the respondents who have contacted City Link Post with a complaint

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	9	1	6	1	3
Weighted total	8	1	7	*	1
Very Dissatisfied	*	-	-	*	-
	5%	6%	-%	100%	-%
Fairly Dissatisfied	-	-	-	-	-
	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-
	2%	3%	3%	-%	-%
Fairly Satisfied	3	1	3	-	*
	35%	22%	39%	-%	22%
Very Satisfied	2	-	1	-	*
	22%	26%	19%	-%	55%
Have not Contacted / Not Applicable (DO NOT READ OUT)	1	-	1	-	*
	19%	22%	19%	-%	22%
Don't Know / (DO NOT READ OUT)	1	-	1	-	-
	17%	20%	20%	-%	-%
NET: Satisfied	4	1	4	-	1
	57%	48%	58%	-%	78%
NET: Dissatisfied	*	-	-	*	-
	5%	6%	-%	100%	-%
Columns Tested: a,b - a,b,c					

Ofcom; Business Postal Tracker

Table 133

Page 1252

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	1	-	-	-	-	-	1
Weighted total	*	-	-	-	-	-	-	*	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 133 (continuation)

Page 1253

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	-	-	1	-	-	1	-	-	1	1	-
Weighted total	*	-	-	-	-	-	*	-	-	*	-	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	*	-
	100%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 133 (continuation)

Page 1254

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	-	-	-	1	-	-	1	-	-	-	-	1	-	-
Weighted total	*	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	100%	100%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	100%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 133 (continuation)

Page 1255

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1	-	-	-	-	1	-	1	-	-	1	-
Weighted total	*	-	-	-	-	*	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	*	-	-	*	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Ofcom; Business Postal Tracker

Table 133 (continuation)

Page 1256

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1	-	-	1	1	1	1	1	-	-	1	-	-	1	-	1	-
Weighted total	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	100%	-%	-%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 133 (continuation)

Page 1257

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1	-	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
Weighted total	*	-	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	-%	100%	-%	-%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c																	

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	-	-	1	1	-	1	-	1	-	1	-	1	-
Weighted total	-	-	*	*	-	*	-	*	-	*	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	*	-	*	-	*	-	*	-	*	-
100%	-%	-%	100%	100%	-%	100%	-%	100%	-%	100%	-%	100%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 133 (continuation)

Page 1259

The staff being polite and courteous (QOP3A11 Thinking about contacting DX with a service query, request or complaint, and your experiences in the last six months, please rate DX on the following aspects.)

Base: All of the respondents who have contacted DX with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	1	1	-	-	-	1
Weighted total	*	*	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*
	100%	100%	-%	-%	-%	100%
Fairly Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c						

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	2	-	-	-	-	-	-	-	1	1	-	-	-	2
Weighted total	2	-	-	-	-	-	-	-	2	*	-	-	-	2
Very Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	90%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	10%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	*	-	-	-	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	10%
NET: Dissatisfied	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	90%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 134 (continuation)

Page 1261

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	2	-	1	-	-	-	-	1	1	1	-	-	1	1	1
Weighted total	2	-	*	-	-	-	-	2	2	*	-	-	*	*	2
Very Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	10%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	10%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%
NET: Dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 134 (continuation)

Page 1262

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	2	-	-	-	-	1	1	-	1	1	1	-	1	-	-	-	-
Weighted total	2	-	-	-	-	2	*	-	2	*	2	-	*	-	-	-	-
Very Dissatisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	10%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	10%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 134 (continuation)

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The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	2	1	-	-	1	1	1	-	2	-	2	-
Weighted total	2	2	-	-	*	2	*	-	2	-	2	-
Very Dissatisfied	2	2	-	-	-	2	-	-	2	-	2	-
	90%	100%	-%	-%	-%	100%	-%	-%	90%	-%	90%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	*	-	*	-	*	-	*	-
	10%	-%	-%	-%	100%	-%	100%	-%	10%	-%	10%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*	-	*	-	*	-	*	-
	10%	-%	-%	-%	100%	-%	100%	-%	10%	-%	10%	-%
NET: Dissatisfied	2	2	-	-	-	2	-	-	2	-	2	-
	90%	100%	-%	-%	-%	100%	-%	-%	90%	-%	90%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 134 (continuation)

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The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	2	-	-	1	1	1	-	1	1	2	-	-	1	1	-
Weighted total	2	-	2	-	-	*	*	*	-	*	*	2	-	-	*	*	-
Very Dissatisfied	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	90%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	10%	-%	10%	-%	-%	100%	100%	100%	-%	100%	100%	10%	-%	-%	100%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	10%	-%	10%	-%	-%	100%	100%	100%	-%	100%	100%	10%	-%	-%	100%	100%	-%
NET: Dissatisfied	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	90%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 134 (continuation)

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The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	1	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Weighted total	2	-	*	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Very Dissatisfied	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	90%	-%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	90%	90%	-%	90%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	10%	-%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	10%	10%	-%	10%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	10%	-%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	10%	10%	-%	10%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	90%	-%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	90%	90%	-%	90%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	2	1	1	2	-	2	-	1	-	-	2	-	2
Weighted total	2	*	2	2	-	2	-	2	-	-	2	-	2
Very Dissatisfied	2	-	2	2	-	2	-	2	-	-	2	-	2
	90%	-%	100%	-%	90%	-%	90%	-%	100%	-%	90%	-%	90%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	*	-	*	-	-	-	-	*	-	*
	10%	100%	-%	-%	10%	-%	-%	-%	-%	-%	10%	-%	10%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	*	-	*	-	-	-	-	*	-	*
	10%	100%	-%	-%	10%	-%	-%	-%	-%	-%	10%	-%	10%
NET: Dissatisfied	2	-	2	2	-	2	-	2	-	-	2	-	2
	90%	-%	100%	-%	90%	-%	-%	100%	-%	-%	90%	-%	90%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

The staff being polite and courteous (QOP3A14 Thinking about contacting TNT Express with a service query, request or complaint, and your experiences in the last six months, please rate TNT Express on the following aspects.)

Base: All of the respondents who have contacted TNT Express with a complaint

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	2	-	-	-	2
Weighted total	2	-	-	-	2
Very Dissatisfied	2	-	-	-	2
90%	90%	-%	-%	-%	90%
Fairly Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	*
10%	10%	-%	-%	-%	10%
Very Satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*
10%	10%	-%	-%	-%	10%
NET: Dissatisfied	2	-	-	-	2
90%	90%	-%	-%	-%	90%

Columns Tested: a,b - a,b,c

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The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Have not Contacted / Not Applicable (DO NOT READ OUT) Don't Know / (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	3	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	2	-	-	-	1	1	-	-	1	-	-	-	-	3
		-	-	-	*	*	-	-	1	-	-	-	-	2
		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
		1	-	-	-	*	-	-	1	-	-	-	-	1
		89%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	89%
		*	-	-	-	-	*	-	-	-	-	-	-	*
		11%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	11%
		-	-	-	-	-	-	-	-	-	-	-	-	-
		-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	-	-	*	-	-	1	-	-	-	-	1	
	89%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	89%	
	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 135 (continuation)

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The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	3	-	1	-	-	1	-	1	1	-	2	-	2	2	1
Weighted total	2	-	*	-	-	1	-	*	1	-	*	-	*	1	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	-	-	1	-	*	1	-	*	-	*	1	-
	89%	-%	-%	-%	-%	100%	-%	100%	100%	-%	56%	-%	56%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	11%	-%	100%	-%	-%	-%	-%	-%	-%	-%	44%	-%	44%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	1	-	*	1	-	*	-	*	1	-
	89%	-%	-%	-%	-%	100%	-%	100%	100%	-%	56%	-%	56%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 135 (continuation)

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The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	3	1	-	-	1	2	1	-	2	1	1	-	1	-	-	1	-
Weighted total	2	1	-	-	*	1	*	-	1	*	1	-	*	-	-	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	1	*	-	1	*	1	-	-	-	-	*	-
	89%	100%	-%	-%	-%	88%	100%	-%	88%	100%	100%	-%	-%	-%	-%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	11%	-%	-%	-%	100%	12%	-%	-%	12%	-%	-%	-%	100%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1	*	-	1	*	1	-	-	-	-	*	-
	89%	100%	-%	-%	-%	88%	100%	-%	88%	100%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 135 (continuation)

Page 1271

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	3	3	-	-	-	-	3	-	1	2	-	3	-
Weighted total	2	2	-	-	-	-	2	-	*	1	-	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	-	1	-	*	1	-	1	-
	89%	89%	-%	-%	-%	-%	89%	-%	100%	88%	-%	89%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	*	-	*	-
	11%	11%	-%	-%	-%	-%	11%	-%	-%	12%	-%	11%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	-	1	-	*	1	-	1	-
	89%	89%	-%	-%	-%	-%	89%	-%	100%	88%	-%	89%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 135 (continuation)

Page 1272

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	3	2	-	1	3	3	3	3	1	-	2	1	-	2	2	3	-
Weighted total	2	1	-	*	2	2	2	2	*	-	1	*	-	1	1	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	*	1	1	1	1	*	-	1	*	-	1	1	1	-
	89%	88%	-%	100%	89%	89%	89%	89%	100%	-%	88%	100%	-%	88%	100%	89%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	11%	12%	-%	-%	11%	11%	11%	11%	-%	-%	12%	-%	-%	12%	-%	11%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	*	1	1	1	1	*	-	1	*	-	1	1	1	-
	89%	88%	-%	100%	89%	89%	89%	89%	100%	-%	88%	100%	-%	88%	100%	89%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 135 (continuation)

Page 1273

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	3	3	1	-	-	3	3	3	3	3	3	-	2	2	1	1	2	-
Weighted total	2	2	*	-	-	2	2	2	2	2	2	-	1	1	*	*	1	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	1	-	-	-	1	1	1	1	1	1	-	1	1	*	*	1	-
	89%	89%	-%	-%	-%	89%	89%	89%	89%	89%	89%	-%	100%	100%	100%	100%	88%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	11%	11%	100%	-%	-%	11%	11%	11%	11%	11%	11%	-%	-%	-%	-%	-%	12%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	1	1	1	1	1	1	-	1	1	*	*	1	-
	89%	89%	-%	-%	-%	89%	89%	89%	89%	89%	89%	-%	100%	100%	100%	100%	88%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 135 (continuation)

Page 1274

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	3	-	-	3		2	1	3	-	1	1	2	1
Weighted total	2	-	-	2		*	1	2	-	1	*	-	3
Very Dissatisfied	-	-	-	-		-	-	-	-	-	-	-	-
	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-		-	-	-	-	-	-	-	-
	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-		-	-	-	-	-	-	-	-
	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-		-	-	-	-	-	-	-	-
	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	-	1		*	1	1	-	*	1	-	1
	89%	-%	-%	89%		56%	100%	89%	-%	56%	100%	-%	89%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*		*	-	-	*	*	-	-	*
	11%	-%	-%	11%		44%	-%	11%	-%	44%	-%	-%	11%
Don't Know / (DO NOT READ OUT)	-	-	-	-		-	-	-	-	-	-	-	-
	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1		*	1	1	-	*	1	-	1
	89%	-%	-%	89%		56%	100%	89%	-%	56%	100%	-%	89%
NET: Dissatisfied	-	-	-	-		-	-	-	-	-	-	-	-
	-%	-%	-%	-%		-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 135 (continuation)

Page 1275

The staff being polite and courteous (QOP3A15 Thinking about contacting TNT Post UK with a service query, request or complaint, and your experiences in the last six months, please rate TNT Post UK on the following aspects.)

Base: All of the respondents who have contacted TNT Post UK with a complaint

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	3	-	1	1	1
Weighted total	2	-	1	*	*
Very Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Very Satisfied	1	-	1	*	-
89%	89%	-%	100%	100%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*
11%	11%	-%	-%	-%	100%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	1	*	-
89%	89%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c					

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Table 136

Page 1276

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	20	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Weighted total	23	*	3	3	*	1	5	3	2	1	-	3	-	17
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	-	-	-	-	-	3	-	-	-	-	-	-	3
	11%	-%	-%	-%	-%	-%	51%	-%	-%	-%	-%	-%	-%	12%
Neither Satisfied Nor Dissatisfied	2	-	2	-	-	-	-	-	-	-	-	-	-	2
	7%	-%	48%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	8%
Fairly Satisfied	5	*	2	-	*	-	2	*	-	-	-	*	-	5
	23%	54%	52%	-%	50%	-%	49%	3%	-%	-%	-%	32%	-%	22%
Very Satisfied	9	-	-	-	*	-	-	5	2	1	-	1	-	8
	40%	-%	-%	-%	50%	-%	-%	97%	91%	100%	-%	68%	-%	38%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	*	-	3	-	1	-	-	*	-	-	-	-	4
	19%	46%	-%	100%	-%	100%	-%	-%	9%	-%	-%	-%	-%	20%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	*	2	-	*	-	2	5	2	1	-	1	-	13
	63%	54%	52%	-%	100%	-%	49%	100%	91%	100%	-%	100%	-%	61%
NET: Dissatisfied	3	-	-	-	-	-	3	-	-	-	-	-	-	3
	11%	-%	-%	-%	-%	-%	51%	-%	-%	-%	-%	-%	-%	12%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 136 (continuation)

Page 1277

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	20	1	6	1	-	6	-	6	13	4	3	-	7	12	8
Weighted total	23	2	9	2	-	3	-	7	21	1	1	-	1	14	9
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	-	3	-	-	-	-	-	3	-	-	-	-	-	3
	11%	-%	27%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	28%
Neither Satisfied Nor Dissatisfied	2	-	-	2	-	-	-	-	2	-	-	-	-	2	-
	7%	-%	-%	100%	-%	-%	-%	-%	8%	-%	-%	-%	-%	12%	-%
Fairly Satisfied	5	-	2	-	-	2	-	*	4	1	*	-	1	5	*
	23%	-%	26%	-%	-%	81%	-%	5%	21%	77%	37%	-%	58%	35%	4%
Very Satisfied	9	2	4	-	-	*	-	3	9	-	*	-	*	3	6
	40%	100%	44%	-%	-%	14%	-%	41%	41%	-%	37%	-%	17%	23%	66%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	*	-	-	*	-	4	4	*	*	-	*	4	*
	19%	-%	2%	-%	-%	5%	-%	54%	19%	23%	26%	-%	24%	30%	2%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	2	7	-	-	3	-	3	13	1	*	-	1	8	6
	63%	100%	71%	-%	-%	95%	-%	46%	62%	77%	74%	-%	76%	58%	70%
NET: Dissatisfied	3	-	3	-	-	-	-	-	3	-	-	-	-	-	3
	11%	-%	27%	-%	-%	-%	-%	-%	12%	-%	-%	-%	-%	-%	28%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 136 (continuation)

Page 1278

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	20	10	1	3	2	7	13	1	6	13	4	3	3	2	2	4	-
Weighted total	23	14	3	2	*	13	9	3	11	9	9	3	4	2	*	2	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	-	3	-	-	3	-	-	3	-	-	-	3	-	-	-	-
	11%	-%	100%	-%	-%	19%	-%	-%	23%	-%	-%	-%	59%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	2	-	-	2	-	-	2	-	-	-	2	-	-	-
	7%	-%	-%	74%	-%	-%	18%	-%	-%	18%	-%	-%	-%	80%	-%	-%	-%
Fairly Satisfied	5	5	-	*	-	4	1	-	4	1	-	2	2	*	*	*	-
	23%	32%	-%	9%	-%	30%	13%	-%	37%	13%	-%	80%	41%	20%	51%	21%	-%
Very Satisfied	9	8	-	*	-	4	5	3	2	5	6	1	-	-	-	-	-
	40%	58%	-%	18%	-%	33%	50%	100%	17%	50%	72%	20%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	1	-	-	*	3	2	-	3	2	3	-	-	-	*	2	-
	19%	10%	-%	-%	100%	19%	19%	-%	23%	19%	28%	-%	-%	-%	49%	79%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	13	-	1	-	8	6	3	6	6	6	3	2	*	*	*	-
	63%	90%	-%	26%	-%	62%	63%	100%	54%	63%	72%	100%	41%	20%	51%	21%	-%
NET: Dissatisfied	3	-	3	-	-	3	-	-	3	-	-	-	3	-	-	-	-
	11%	-%	100%	-%	-%	19%	-%	-%	23%	-%	-%	-%	59%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 136 (continuation)

Page 1279

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	20	10	2	3	2	3	13	7	8	12	-	17	3
Weighted total	23	17	1	2	*	3	18	4	12	10	-	19	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	3	-	-	-	-	3	-	3	-	-	3	-
11%	11%	15%	-%	-%	-%	-%	14%	-%	20%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	-	-	2	-	2	-	-	2	-
7%	7%	10%	-%	-%	-%	-%	9%	-%	13%	-%	-%	9%	-%
Fairly Satisfied	5	4	-	1	-	*	5	1	2	3	-	5	*
23%	23%	25%	-%	27%	-%	14%	25%	14%	14%	34%	-%	25%	12%
Very Satisfied	9	4	1	2	-	2	5	4	2	7	-	6	3
40%	40%	26%	100%	73%	-%	86%	29%	82%	20%	65%	-%	31%	88%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	-	-	*	-	4	*	4	*	-	4	-
19%	19%	24%	-%	-%	100%	-%	23%	4%	33%	2%	-%	22%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	9	1	2	-	3	10	4	4	10	-	11	3
63%	63%	51%	100%	100%	-%	100%	54%	96%	34%	98%	-%	56%	100%
NET: Dissatisfied	3	3	-	-	-	-	3	-	3	-	-	3	-
11%	11%	15%	-%	-%	-%	-%	14%	-%	20%	-%	-%	13%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 136 (continuation)

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The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	20	7	5	8	15	15	17	16	9	15	13	19	-	1	12	18	6
Weighted total	23	11	4	8	14	16	19	15	6	17	13	22	-	*	9	20	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	3	-	-	3	-	3	-	-	3	3	3	-	-	-	3	-
	11%	23%	-%	-%	18%	-%	13%	-%	-%	15%	19%	11%	-%	-%	-%	13%	-%
Neither Satisfied Nor Dissatisfied	2	2	-	-	2	2	2	2	2	2	-	2	-	-	-	2	-
	7%	15%	-%	-%	12%	10%	9%	11%	28%	10%	-%	7%	-%	-%	-%	8%	-%
Fairly Satisfied	5	3	2	1	5	5	5	4	2	3	5	5	-	*	3	5	1
	23%	26%	46%	8%	36%	32%	27%	25%	37%	20%	38%	22%	-%	100%	37%	26%	21%
Very Satisfied	9	4	1	4	1	5	6	8	*	8	3	9	-	-	3	6	1
	40%	36%	16%	56%	4%	32%	29%	52%	4%	45%	22%	40%	-%	-%	30%	31%	24%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	-	1	3	4	4	4	2	2	2	3	4	-	-	3	4	2
	19%	-%	38%	36%	30%	26%	22%	12%	30%	10%	21%	19%	-%	-%	33%	22%	56%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	7	2	5	6	10	11	11	2	11	8	14	-	*	6	11	1
	63%	62%	62%	64%	41%	64%	56%	77%	41%	66%	60%	62%	-%	100%	67%	57%	44%
NET: Dissatisfied	3	3	-	-	3	-	3	-	-	3	3	3	-	-	-	3	-
	11%	23%	-%	-%	18%	-%	13%	-%	-%	15%	19%	11%	-%	-%	-%	13%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 136 (continuation)

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The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	20	14	8	4	-	13	20	17	20	19	20	-	15	20	7	10	8	2
Weighted total	23	16	8	7	-	13	23	18	23	20	23	-	18	23	7	11	8	4
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	3	-	-	-	3	3	3	3	-	3	-	-	3	-	3	-	-
	11%	16%	-%	-%	-%	20%	11%	14%	11%	-%	11%	-%	-%	11%	-%	24%	-%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	2	-	-	2	2	2	2	2	-	2	2	-	-	2	-
	7%	-%	21%	24%	-%	-%	7%	9%	7%	8%	7%	-%	9%	7%	-%	-%	20%	-%
Fairly Satisfied	5	3	4	3	-	2	5	5	5	5	5	-	3	5	1	1	2	2
	23%	19%	56%	39%	-%	17%	23%	26%	23%	26%	23%	-%	19%	23%	9%	8%	23%	63%
Very Satisfied	9	6	-	2	-	4	9	5	9	9	9	-	9	9	4	5	5	-
	40%	38%	-%	36%	-%	29%	40%	28%	40%	45%	40%	-%	49%	40%	67%	43%	55%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	2	-	-	4	4	4	4	4	4	-	4	4	2	3	-	1
	19%	27%	22%	-%	-%	34%	19%	23%	19%	21%	19%	-%	23%	19%	24%	26%	2%	37%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	9	4	5	-	6	14	10	14	14	14	-	12	14	5	5	6	2
	63%	57%	56%	76%	-%	46%	63%	54%	63%	71%	63%	-%	68%	63%	76%	50%	78%	63%
NET: Dissatisfied	3	3	-	-	-	3	3	3	3	-	3	-	-	3	-	3	-	-
	11%	16%	-%	-%	-%	20%	11%	14%	11%	-%	11%	-%	-%	11%	-%	24%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	7	2	11	11	9	20	-	12	2	9	8	14	6
Weighted total	23	3	13	11	12	23	-	14	*	10	9	18	5
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	3	-	-	3	3	-	3	-	-	3	3	-
11%	-%	94%	-%	-%	22%	11%	-%	18%	-%	-%	28%	14%	-%
Neither Satisfied Nor Dissatisfied	2	-	2	2	-	2	-	2	-	-	2	2	-
7%	-%	-%	12%	15%	-%	7%	-%	12%	-%	-%	18%	9%	-%
Fairly Satisfied	5	-	5	3	2	5	-	2	*	3	2	5	1
23%	6%	-%	36%	27%	19%	23%	-%	13%	100%	28%	21%	26%	12%
Very Satisfied	9	6	3	5	4	9	-	6	-	3	3	7	2
40%	94%	-%	21%	43%	37%	40%	-%	44%	-%	31%	32%	42%	34%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	*	4	2	3	4	-	2	-	4	*	2	3
19%	-%	6%	31%	15%	23%	19%	-%	13%	-%	41%	2%	9%	55%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	7	8	8	7	14	-	8	*	6	5	12	2
63%	100%	-%	57%	70%	56%	63%	-%	57%	100%	59%	53%	68%	45%
NET: Dissatisfied	3	3	-	-	3	3	-	3	-	-	3	3	-
11%	-%	94%	-%	-%	22%	11%	-%	18%	-%	-%	28%	14%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 136 (continuation)

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The staff being polite and courteous (QOP3A98 Thinking about contacting Other (1st) with a service query, request or complaint, and your experiences in the last six months, please rate Other (1st) on the following aspects.)

Base: All of the respondents who have contacted Other (1st) with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	20	16	-	4	12	4
Weighted total	23	16	-	6	15	2
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	3	-	-	-	3	-
	11%	-%	-%	-%	17%	-%
Neither Satisfied Nor Dissatisfied	2	-	-	-	-	2
	7%	-%	-%	-%	-%	77%
Fairly Satisfied	5	3	-	3	2	*
	23%	17%	-%	48%	16%	8%
Very Satisfied	9	9	-	3	6	-
	40%	57%	-%	52%	41%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	4	4	-	-	4	*
	19%	26%	-%	-%	26%	15%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Satisfied	14	12	-	6	9	*
	63%	74%	-%	100%	57%	8%
NET: Dissatisfied	3	-	-	-	3	-
	11%	-%	-%	-%	17%	-%
Columns Tested: a,b - a,b,c						

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

Significance Level: 95% Unweighted total Weighted total Very Dissatisfied Fairly Dissatisfied Neither Satisfied Nor Dissatisfied Fairly Satisfied Very Satisfied Have not Contacted / Not Applicable (DO NOT READ OUT) Don't Know / (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England	
	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	
	5	2	1	-	-	-	-	1	-	-	-	1	-	4
	3	*	*	-	-	-	-	2	-	-	-	*	-	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	12%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
	3	*	-	-	-	-	-	2	-	-	-	-	-	3
	78%	54%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	88%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	5%	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%
*	-	*	-	-	-	-	-	-	-	-	-	-	*	
5%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	
3	*	-	-	-	-	-	2	-	-	-	-	-	3	
78%	54%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	88%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 137 (continuation)

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The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	1	-	-	2	-	2	2	2	1	-	3	1	4
Weighted total	3	-	*	-	-	3	-	*	3	*	*	-	1	*	3
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	12%	-%	-%	-%	-%	14%	-%	-%	14%	-%	-%	-%	-%	-%	13%
Fairly Satisfied	3	-	-	-	-	2	-	*	2	*	-	-	*	*	2
	78%	-%	-%	-%	-%	86%	-%	51%	86%	51%	-%	-%	36%	100%	76%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	5%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	30%	-%	5%
Don't Know / (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	5%	-%	-%	-%	-%	-%	-%	49%	-%	49%	-%	-%	34%	-%	6%
NET: Satisfied	3	-	-	-	-	2	-	*	2	*	-	-	*	*	2
	78%	-%	-%	-%	-%	86%	-%	51%	86%	51%	-%	-%	36%	100%	76%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 137 (continuation)

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The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	2	-	1	1	2	3	-	2	3	1	1	1	-	1	1	-
Weighted total	3	1	-	*	*	3	1	-	3	1	2	*	*	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	12%	69%	-%	-%	-%	14%	-%	-%	14%	-%	-%	100%	-%	-%	-%	-%	-%
Fairly Satisfied	3	-	-	*	-	2	*	-	2	*	2	-	-	-	-	*	-
	78%	-%	-%	100%	-%	86%	36%	-%	86%	36%	100%	-%	-%	-%	-%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	5%	-%	-%	-%	100%	-%	30%	-%	-%	30%	-%	-%	-%	-%	100%	-%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	5%	31%	-%	-%	-%	-%	34%	-%	-%	34%	-%	-%	100%	-%	-%	-%	-%
NET: Satisfied	3	-	-	*	-	2	*	-	2	*	2	-	-	-	-	*	-
	78%	-%	-%	100%	-%	86%	36%	-%	86%	36%	100%	-%	-%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 137 (continuation)

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The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	5	2	1	-	1	1	3	2	4	-	4	1
Weighted total	3	3	*	-	*	1	3	*	3	-	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	-	-	*	-	*	-	-	*
	12%	-%	100%	-%	-%	-%	14%	-%	13%	-%	-%	100%
Fairly Satisfied	3	2	-	-	*	*	2	-	3	-	3	-
	78%	93%	-%	-%	100%	36%	86%	-%	82%	-%	88%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	-	*	*	-	-	*	-	*	-
	5%	-%	-%	-%	100%	30%	-%	-%	5%	-%	5%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	-	-	*	-	*	-	-	*	-
	5%	7%	-%	-%	-%	34%	-%	100%	-%	-%	6%	-%
NET: Satisfied	3	2	-	-	*	*	2	-	3	-	3	-
	78%	93%	-%	-%	100%	36%	86%	-%	82%	-%	88%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	5	2	1	2	5	4	5	5	3	5		4	-	1	4	5	2
Weighted total	3	*	*	3	3	1	3	3	1	3	3	3	-	*	1	3	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	12%	-%	100%	-%	12%	44%	12%	12%	54%	-%	12%	13%	-%	-%	44%	12%	-%
Fairly Satisfied	3	*	-	2	3	*	3	3	*	3	3	3	-	-	*	3	*
	78%	51%	-%	94%	78%	20%	78%	78%	25%	94%	78%	82%	-%	-%	20%	78%	54%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	5%	-%	-%	6%	5%	17%	5%	5%	21%	6%	5%	5%	-%	-%	17%	5%	46%
Don't Know / (DO NOT READ OUT)	*	*	-	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	5%	49%	-%	-%	5%	19%	5%	5%	-%	-	5%	-%	-%	100%	19%	5%	-%
NET: Satisfied	3	*	-	2	3	*	3	3	*	3	3	3	-	-	*	3	*
	78%	51%	-%	94%	78%	20%	78%	78%	25%	94%	78%	82%	-%	-%	20%	78%	54%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 137 (continuation)

Page 1289

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	5	4	2	1	-	3	5	5	5	5	5	-	4	5	2	1	4	-
Weighted total	3	3	*	*	-	3	3	3	3	3	3	-	3	3	*	*	3	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	12%	-%	-%	-%	-%	-%	12%	12%	12%	12%	12%	-%	13%	12%	-%	100%	-%	-%
Fairly Satisfied	3	3	-	-	-	3	3	3	3	3	3	-	2	3	*	-	3	-
	78%	88%	-%	-%	-%	94%	78%	78%	78%	78%	78%	-%	76%	78%	54%	-%	88%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	5%	5%	46%	-%	-%	6%	5%	5%	5%	5%	5%	-%	5%	5%	46%	-%	5%	-%
Don't Know / (DO NOT READ OUT)	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	5%	6%	54%	100%	-%	-%	5%	5%	5%	5%	5%	-%	6%	5%	-%	-%	6%	-%
NET: Satisfied	3	3	-	-	-	3	3	3	3	3	3	-	2	3	*	-	3	-
	78%	88%	-%	-%	-%	94%	78%	78%	78%	78%	78%	-%	76%	78%	54%	-%	88%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	5												
Weighted total	3												
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	*	-	*	-	*	-	-	-	-	-	-	*
	12%	14%	-%	44%	-%	12%	-%	-%	-%	-%	-%	-%	14%
Fairly Satisfied	3	2	-	*	2	3	-	2	*	*	2	*	2
	78%	80%	-%	54%	20%	78%	-%	94%	51%	36%	100%	36%	86%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	-	-	*	-	*	-	*	-	*	-	*	-
	5%	-%	-%	46%	17%	5%	-%	6%	-%	30%	-%	30%	-%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	*	-	-	*	*	-	*	-
	5%	6%	-%	19%	-%	5%	-%	-%	49%	34%	-%	34%	-%
NET: Satisfied	3	2	-	*	2	3	-	2	*	*	2	*	2
	78%	80%	-%	54%	20%	78%	-%	94%	51%	36%	100%	36%	86%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 137 (continuation)

Page 1291

The staff being polite and courteous (QOP3A99 Thinking about contacting Other (2nd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (2nd) on the following aspects.)

Base: All of the respondents who have contacted Other (2nd) with a complaint

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	5	4	-	2	1	2
Weighted total	3	3	-	3	*	1
Very Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	*	-	-	-	-	*
	12%	-%	-%	-%	-%	72%
Fairly Satisfied	3	3	-	2	*	-
	78%	88%	-%	93%	100%	-%
Very Satisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	*	*	-	-	-	*
	5%	5%	-%	-%	-%	28%
Don't Know / (DO NOT READ OUT)	*	*	-	*	-	-
	5%	6%	-%	7%	-%	-%
NET: Satisfied	3	3	-	2	*	-
	78%	88%	-%	93%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c						

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Table 138

Page 1292

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	1	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 138 (continuation)

Page 1293

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	-	1	-	-	1	-	-	-	-	-	1
Weighted total	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 13B (continuation)

Page 1294

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-
Weighted total	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 138 (continuation)

Page 1295

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1	1	-	-	-	-	1	-	1	-	-	1
Weighted total	*	*	-	-	-	-	*	-	*	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	*	-	-	-	-	*	-	*	-	-	*
	100%	-%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	-	*	-	*	-	-	*
	100%	-%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 138 (continuation)

Page 1296

The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1	-	1	-	1	1	1	1	1	-	1	1	-	-	1	1	-
Weighted total	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 138 (continuation)

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The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1					1	1	1	1	1	-	1	1	-	1	-	-
Weighted total	*					*	*	*	*	*	-	*	*	-	*	-	-
Very Dissatisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*					*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
Very Satisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*					*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Dissatisfied	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 138 (continuation)

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The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	1	-	-	-	-	-	-	1
Weighted total	*	-	-	*	-	*	-	-	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	*	-	*	-	-	-	-	-	-	*
100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Very Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	*	-	*	-	-	-	-	-	-	*
100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 138 (continuation)

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The staff being polite and courteous (QOP3A100 Thinking about contacting Other (3rd) with a service query, request or complaint, and your experiences in the last six months, please rate Other (3rd) on the following aspects.)

Base: All of the respondents who have contacted Other (3rd) with a complaint

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	-	-	-	-	1
Weighted total	-	-	-	-	*
Very Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither Satisfied Nor Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly Satisfied	*	-	-	-	*
100%	-%	-%	-%	-%	100%
Very Satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Don't Know / (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*
100%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Columns Tested: a,b - a,b,c					

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	98	10	10	2	9	7	7	10	12	5	7	10	9	72
Weighted total	89	8	8	5	2	9	10	15	15	5	3	4	3	78
Very Dissatisfied	4	-	-	-	-	-	2	-	2	-	*	-	-	4
	5%	-%	-%	-%	-%	-%	23%	-%	11%	-%	14%	-%	-%	5%
Fairly Dissatisfied	6	-	-	-	-	-	3	-	2	-	*	*	*	4
	6%	-%	-%	-%	-%	-%	24%	-%	11%	-%	16%	11%	14%	5%
Neither Satisfied Nor Dissatisfied	10	3	2	-	-	3	-	*	2	-	-	*	*	10
	11%	43%	22%	-%	-%	29%	-%	1%	11%	-%	-%	10%	3%	12%
Fairly Satisfied	35	4	6	2	1	3	2	8	3	3	1	1	-	32
	39%	53%	73%	50%	44%	27%	23%	51%	20%	50%	53%	29%	-%	41%
Very Satisfied	32	*	*	2	1	4	3	7	7	1	*	2	3	27
	36%	5%	2%	50%	56%	44%	29%	48%	46%	26%	16%	39%	83%	34%
Don't Know / (DO NOT READ OUT)	2	-	*	-	-	-	-	-	*	1	-	*	-	2
	2%	-%	2%	-%	-%	-%	-%	-%	1%	24%	-%	11%	-%	2%
NET: Satisfied	66	4	6	5	2	7	6	15	10	4	2	3	3	59
	75%	57%	75%	100%	100%	71%	53%	99%	66%	76%	69%	68%	83%	75%
NET: Dissatisfied	10	-	-	-	-	-	5	-	3	-	1	*	*	8
	11%	-%	-%	-%	-%	-%	47%	-%	22%	-%	31%	11%	14%	11%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 139 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	b	*c	*d	e	*f	*g	a	*b	*c	*d	e	a	b
Unweighted total	98	3	33	2	1	32	1	22	65	19	11	3	33	46	52
Weighted total	89	3	33	2	*	27	*	20	83	3	2	1	6	42	47
Very Dissatisfied	4	-	2	-	-	-	-	2	4	-	-	-	-	2	2
	5%	-%	7%	-%	-%	-%	-%	10%	5%	-%	-%	-%	-%	6%	4%
Fairly Dissatisfied	6	*	5	-	-	*	-	-	6	-	-	-	-	*	5
	6%	14%	14%	-%	-%	2%	-%	-%	7%	-%	-%	-%	-%	1%	11% a
Neither Satisfied Nor Dissatisfied	10	-	3	2	-	2	*	3	10	*	-	-	*	3	7
	11%	-%	10%	78%	-%	7%	100%	15%	12%	15%	-%	-%	8%	8%	15%
Fairly Satisfied	35	1	10	-	-	12	-	9	32	2	1	-	3	18	16
	39%	38%	31%	-%	-%	44%	-%	43%	38%	48%	61%	-%	48%	43%	35%
Very Satisfied	32	2	12	*	*	11	-	6	30	1	1	1	2	17	15
	36%	48%	38%	22%	100%	40%	-%	29%	36%	26%	39%	100%	38%	39%	33%
Don't Know / (DO NOT READ OUT)	2	-	-	-	-	2	-	*	2	*	-	-	*	1	1
	2%	-%	-%	-%	-%	6%	-%	2%	2%	11%	-%	-%	6%	3%	1%
NET: Satisfied	66	3	22	*	*	23	-	14	61	2	2	1	5	35	32
	75%	86%	68%	22%	100%	85%	-%	72%	74%	74%	100%	100%	86%	82%	68%
NET: Dissatisfied	10	*	7	-	-	*	-	2	10	-	-	-	-	3	7
	11%	14%	22% e	-%	-%	2%	-%	10%	12% e	-%	-%	-%	-%	7%	15%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 139 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g	
Unweighted total	98	37	6	16	5	33	65	4	29	65	29	28	10	9	8	12	-	
Weighted total	89	44	5	8	1	43	45	7	37	45	43	23	9	5	4	3	-	
Very Dissatisfied	4	2	-	-	-	2	3	-	2	3	2	*	2	-	-	-	-	
	5%	5%	-%	-%	-%	4%	6%	-%	4%	6%	4%	2%	27%	-%	-%	-%	-%	
Fairly Dissatisfied	6	*	3	-	-	5	1	-	5	1	-	2	3	-	*	*	-	
	6%	1%	77%	-%	-%	11%	2%	-%	13%	2%	-%	9%	29%	-%	12%	18%	-%	
Neither Satisfied Nor Dissatisfied	10	2	-	2	*	7	4	-	7	4	3	5	*	2	*	-	-	
	11%	5%	-%	20%	14%	15%	8%	-%	18%	8%	7%	21%	3%	32%	5%	-%	-%	
Fairly Satisfied	35	15	-	3	*	16	19	4	12	19	17	7	3	3	3	1	-	
	39%	34%	-%	42%	64%	36%	42%	56%	32%	42%	40%	30%	37%	49%	79%	46%	-%	
Very Satisfied	32	22	1	3	*	14	18	3	11	18	20	8	*	1	*	1	-	
	36%	50%	13%	35%	22%	31%	41%	44%	29%	41%	46%	37%	1%	10%	4%	37%	-%	
Don't Know / (DO NOT READ OUT)	2	1	*	*	-	1	1	-	1	1	1	*	*	*	-	-	-	
	2%	3%	10%	2%	-%	3%	1%	-%	4%	1%	3%	1%	2%	9%	-%	-%	-%	
NET: Satisfied	66	37	1	6	1	29	37	7	23	37	37	16	3	3	3	2	-	
	75%	85%	13%	78%	86%	67%	82%	100%	61%	82%	86%	67%	38%	59%	84%	82%	-%	
NET: Dissatisfied	10	3	3	-	-	6	4	-	6	4	2	3	5	-	*	*	-	
	11%	7%	77%	-%	-%	15%	8%	-%	17%	8%	4%	11%	56%	-%	12%	18%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 139 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	b	a	b	*a	b	*c
Unweighted total	43	15	15	9	15	60	38	37	61	-	87	11
Weighted total	48	9	12	6	14	52	36	33	56	-	81	8
Very Dissatisfied	4	2	-	2	-	2	2	-	4	-	4	-
	5%	4%	-%	20%	-%	4%	7%	-%	8%	-%	6%	-%
Fairly Dissatisfied	6	3	*	2	-	4	2	4	2	-	6	-
	6%	5%	5%	18%	-%	8%	5%	12%	3%	-%	7%	-%
Neither Satisfied Nor Dissatisfied	10	6	1	2	-	6	4	5	5	-	8	2
	11%	14%	6%	14%	-%	12%	10%	15%	9%	-%	10%	25%
Fairly Satisfied	35	20	5	3	5	16	19	9	26	-	33	1
	39%	41%	52%	22%	43%	30%	52%	26%	47%	-%	41%	15%
						a		a				
Very Satisfied	32	15	3	3	7	23	9	14	18	-	27	5
	36%	31%	37%	26%	57%	45%	23%	42%	32%	-%	34%	60%
						b						
Don't Know / (DO NOT READ OUT)	2	2	-	-	-	1	1	2	*	-	2	-
	2%	4%	-%	-%	-%	2%	4%	5%	1%	-%	3%	-%
NET: Satisfied	66	34	8	6	12	39	27	22	44	-	60	6
	75%	72%	89%	48%	100%	75%	75%	68%	79%	-%	75%	75%
NET: Dissatisfied	10	5	*	5	-	6	4	4	6	-	10	-
	11%	10%	5%	38%	-%	11%	11%	12%	11%	-%	12%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 139 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	*b	c	a	b	c	d	e	f	g	a	*b	*c	a	b	c
Unweighted total	98	35	22	41	82	75	90	90	34	68	74	82	-	15	71	91	32
Weighted total	89	33	17	38	64	60	78	80	14	65	62	76	-	12	56	79	18
Very Dissatisfied	4	-	4	*	3	3	3	3	-	3	3	4	-	-	-	3	-
	5%	-%	23%	1%	4%	5%	4%	3%	-%	4%	5%	6%	-%	-%	-%	4%	-%
Fairly Dissatisfied	6	5	*	*	6	1	6	3	1	5	6	5	-	-	3	6	-
	6%	14%	3%	1%	9%	2%	7%	3%	10%	8%	9%	7%	-%	-%	5%	7%	-%
		c			b				b		b						
Neither Satisfied Nor Dissatisfied	10	5	2	3	9	6	10	10	2	8	8	8	-	2	7	9	5
	11%	15%	12%	8%	13%	9%	13%	13%	14%	12%	14%	11%	-%	17%	12%	11%	25%
Fairly Satisfied	35	11	7	16	28	23	30	33	6	24	28	31	-	4	24	33	6
	39%	33%	40%	43%	44%	38%	39%	41%	44%	37%	45%	40%	-%	32%	42%	42%	31%
Very Satisfied	32	10	4	18	17	26	27	30	4	25	16	27	-	5	21	26	8
	36%	31%	22%	47%	26%	43%	35%	37%	28%	38%	25%	36%	-%	39%	37%	33%	44%
					ag												
Don't Know / (DO NOT READ OUT)	2	2	-	-	2	2	2	2	*	*	2	1	-	1	2	2	-
	2%	6%	-%	-%	3%	3%	3%	2%	3%	1%	3%	1%	-%	12%	4%	3%	-%
NET: Satisfied	66	21	11	34	45	49	57	63	10	49	43	58	-	9	45	59	14
	75%	64%	62%	90%	70%	82%	74%	78%	73%	75%	70%	76%	-%	71%	80%	76%	75%
			a														
NET: Dissatisfied	10	5	5	1	8	4	8	5	1	8	8	10	-	-	3	8	-
	11%	14%	26%	2%	13%	6%	11%	7%	10%	12%	14%	13%	-%	-%	5%	11%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 139 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	*c
Unweighted total	98	67	46	15	6	67	98	86	98	93	97	-	73	98	37	44	43	11
Weighted total	89	56	39	16	10	58	89	72	89	84	87	-	71	89	29	37	44	8
Very Dissatisfied	4	*	3	*	-	4	4	4	4	4	4	-	2	4	-	2	2	*
	5%	1%	7%	3%	-%	7%	5%	6%	5%	5%	5%	-%	3%	5%	-%	4%	5%	5%
Fairly Dissatisfied	6	4	1	*	-	5	6	6	6	3	6	-	2	6	*	3	2	-
	6%	7%	4%	3%	-%	9%	6%	8%	6%	4%	6%	-%	2%	6%	2%	9%	5%	-%
Neither Satisfied Nor Dissatisfied	10	5	4	3	1	5	10	9	10	10	10	-	9	10	3	3	7	-
	11%	9%	9%	21%	15%	8%	11%	12%	11%	12%	12%	-%	12%	11%	11%	9%	15%	-%
Fairly Satisfied	35	22	22	3	4	26	35	29	35	33	35	-	28	35	12	16	16	3
	39%	39%	55%	19%	44%	45%	39%	41%	39%	39%	40%	-%	40%	39%	40%	43%	35%	40%
Very Satisfied	32	23	9	8	4	16	32	22	32	32	30	-	28	32	14	13	15	4
	36%	41%	24%	53%	41%	28%	36%	31%	36%	38%	35%	-%	40%	36%	47%	34%	35%	52%
Don't Know / (DO NOT READ OUT)	2	2	1	*	-	2	2	2	2	2	2	-	2	2	-	-	2	*
	2%	4%	2%	1%	-%	3%	2%	3%	2%	2%	2%	-%	3%	2%	-%	-%	4%	2%
NET: Satisfied	66	45	31	11	8	43	66	51	66	64	65	-	57	66	25	29	31	7
	75%	79%	79%	72%	85%	73%	75%	71%	75%	77%	74%	-%	80%	75%	87%	77%	70%	92%
NET: Dissatisfied	10	5	4	1	-	9	10	10	10	8	10	-	4	10	*	5	5	*
	11%	8%	11%	6%	-%	16%	11%	14%	11%	9%	12%	-%	5%	11%	2%	14%	10%	5%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	*b	c	a	b	a	*b	a	*b	a	b	a	b
Unweighted total	98	34	18	46	66	32	95	3	58	9	31	56	53	45
Weighted total	89	33	17	38	50	39	88	1	59	6	27	54	55	34
Very Dissatisfied	4	-	4	*	2	2	4	-	4	-	2	2	2	2
	5%	-%	23%	1%	4%	6%	5%	-%	7%	-%	9%	4%	4%	6%
Fairly Dissatisfied	6	*	3	3	3	3	6	-	3	2	1	5	5	*
	6%	1%	15%	7%	5%	8%	6%	-%	6%	29%	3%	9%	9%	1%
Neither Satisfied Nor Dissatisfied	10	5	-	5	7	3	10	-	5	2	2	6	8	2
	11%	16%	-%	13%	14%	8%	11%	-%	8%	32%	7%	12%	15%	6%
Fairly Satisfied	35	13	4	17	23	11	35	-	22	2	13	21	19	15
	39%	40%	22%	46%	47%	29%	39%	-%	37%	36%	48%	38%	35%	45%
Very Satisfied	32	13	7	12	13	19	31	1	24	-	7	20	19	13
	36%	39%	40%	32%	26%	49%	36%	100%	41%	-%	28%	37%	35%	37%
						a								
Don't Know / (DO NOT READ OUT)	2	1	-	1	2	-	2	-	*	*	1	1	1	1
	2%	4%	-%	2%	4%	-%	2%	-%	1%	3%	6%	1%	1%	4%
NET: Satisfied	66	26	11	30	36	31	66	1	46	2	20	40	39	28
	75%	78%	62%	78%	72%	78%	75%	100%	78%	36%	75%	75%	70%	82%
NET: Dissatisfied	10	*	7	3	5	5	10	-	8	2	3	7	8	3
	11%	1%	38%	8%	9%	14%	11%	-%	13%	29%	13%	12%	14%	7%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 139 (continuation)

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QOP3A. ALL PROVIDERS OTHER THAN RM. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	*b	*a	*b	*c	*d
Unweighted total	98	78	5	26	29	14	29
Weighted total	89	69	7	31	30	9	19
Very Dissatisfied	4	2	2	-	*	-	4
	5%	3%	34%	-%	1%	-%	21%
Fairly Dissatisfied	6	3	*	*	3	-	3
	6%	4%	6%	1%	9%	-%	14%
Neither Satisfied Nor Dissatisfied	10	5	3	*	3	5	2
	11%	7%	41%	1%	10%	54%	10%
Fairly Satisfied	35	26	1	14	9	4	7
	39%	38%	18%	45%	32%	42%	38%
Very Satisfied	32	31	-	15	14	*	3
	36%	45%	-%	48%	48%	4%	14%
Don't Know / (DO NOT READ OUT)	2	2	-	1	-	-	1
	2%	3%	-%	5%	-%	-%	3%
NET: Satisfied	66	57	1	28	24	4	10
	75%	83%	18%	93%	80%	46%	52%
NET: Dissatisfied	10	5	3	*	3	-	7
	11%	7%	40%	1%	10%	-%	35%

Columns Tested: a,b - a,b,c,d

QOP3A. SUMMARY. Thinking about contacting [QV4 provider] with a service query, request or complaint, and your experiences in the last six months, please rate [QV4 provider] on The staff being polite and courteous.)

Base: All of the respondents who have contacted [QV4 provider] with a complaint

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	City Link Post	DX	TNT Express	TNT Post UK	Other (1st)	Other (2nd)	Other (3rd)
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m	*n	*o
Unweighted total	17	17	5	18	3	16	7	13	10	1	2	3	20	5	1
Weighted total	18	9	6	21	2	17	10	16	8	*	2	2	23	3	*
Very Dissatisfied	-	-	-	2	-	-	-	-	*	-	2	-	-	-	-
	-%	-%	-%	12%	-%	-%	-%	-%	5%	-%	90%	-%	-%	-%	-%
Fairly Dissatisfied	*	*	-	2	-	*	-	-	-	-	-	-	3	-	-
	3%	5%	-%	8%	-%	3%	-%	-%	-%	-%	-%	-%	11%	-%	-%
Neither Satisfied Nor Dissatisfied	1	-	2	-	-	1	2	2	*	*	-	-	2	*	-
	7%	-%	27%	-%	-%	8%	15%	11%	2%	100%	-%	-%	7%	12%	-%
Fairly Satisfied	7	6	*	2	1	2	2	4	3	-	*	-	5	3	*
	38%	66%	3%	8%	89%	12%	16%	23%	35%	-%	10%	-%	23%	78%	100%
Very Satisfied	1	2	*	4	*	5	6	2	2	-	-	1	9	-	-
	6%	18%	8%	21%	11%	26%	57%	10%	22%	-%	-%	89%	40%	-%	-%
Have not Contacted / Not Applicable (DO NOT READ OUT)	9	1	4	10	-	9	1	9	1	-	-	*	4	*	-
	46%	9%	62%	49%	-%	50%	12%	56%	19%	-%	-%	11%	19%	5%	-%
Don't Know / (DO NOT READ OUT)	-	*	-	*	-	-	-	-	1	-	-	-	-	*	-
	-%	2%	-%	2%	-%	-%	-%	-%	17%	-%	-%	-%	-%	5%	-%
NET: Satisfied	8	7	1	6	2	7	8	5	4	-	*	1	14	3	*
	44%	84%	11%	29%	100%	38%	73%	34%	57%	-%	10%	89%	63%	78%	100%
NET: Dissatisfied	*	*	-	4	-	*	-	-	*	-	2	-	3	-	-
	3%	5%	-%	20%	-%	3%	-%	-%	5%	-%	90%	-%	11%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o															

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	38	2	5	5	3	3	6	4	1	1	1	1	6	30
Weighted total	43	2	6	13	2	2	8	8	2	*	*	*	2	41
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%
Neither low nor high	8	-	1	5	-	1	-	-	*	-	-	-	1	8
	19%	-%	21%	39%	-%	78%	-%	-%	-%	100%	-%	-%	29%	19%
Quite high	22	2	2	5	-	*	5	8	-	-	-	-	1	21
	52%	90%	27%	42%	-%	22%	64%	100%	-%	-%	-%	-%	50%	53%
Very high	12	*	3	2	2	-	3	-	2	-	*	*	-	12
	28%	10%	52%	19%	100%	-%	36%	-%	100%	-%	100%	100%	-%	29%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	34	2	5	8	2	*	8	8	2	-	*	*	1	33
	80%	100%	79%	61%	100%	22%	100%	100%	100%	-%	100%	100%	50%	81%
NET: Low	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	21%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 141 (continuation)

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The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	38	1	10	-	1	11	2	9	23	8	4	3	15	14	24
Weighted total	43	1	6	-	2	15	3	15	41	1	1	*	2	22	21
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	1%	-%	-%	-%	-%	3%	-%	-%	1%	-%	-%	-%	-%	-%	2%
Neither low nor high	8	-	*	-	-	*	-	6	8	*	*	-	*	6	2
	19%	-%	5%	-%	-%	3%	-%	41%	20%	9%	23%	-%	12%	28%	10%
Quite high	22	-	5	-	2	11	-	5	22	*	*	*	1	7	15
	52%	-%	85%	-%	100%	75%	-%	33%	53%	39%	23%	39%	34%	33%	72%
Very high	12	1	1	-	-	3	3	4	11	1	*	*	1	8	3
	28%	100%	10%	-%	-%	19%	100%	27%	26%	52%	53%	61%	54%	38%	17%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	34	1	5	-	2	14	3	9	32	1	1	*	2	16	19
	80%	100%	95%	-%	100%	94%	100%	59%	79%	91%	77%	100%	88%	72%	88%
NET: Low	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	1%	-%	-%	-%	-%	3%	-%	-%	1%	-%	-%	-%	-%	-%	2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 141 (continuation)

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The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	38	10	2	5	6	18	20	4	14	20	9	14	5	4	3	2	-
Weighted total	43	19	1	4	1	28	15	7	21	15	16	13	5	3	3	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	1%	2%	-%	-%	-%	1%	-%	-%	2%	-%	-%	-%	9%	-%	-%	-%	-%
Neither low nor high	8	2	*	1	*	6	2	2	4	2	5	3	*	*	*	-	-
	19%	13%	53%	28%	32%	22%	13%	37%	18%	13%	32%	19%	2%	6%	15%	-%	-%
Quite high	22	9	*	3	*	12	11	3	9	11	7	4	4	2	3	-	-
	52%	45%	47%	72%	20%	42%	72%	39%	42%	72%	42%	28%	89%	84%	85%	-%	-%
Very high	12	8	-	-	*	10	2	2	8	2	4	7	-	*	-	*	-
	28%	40%	-%	-%	49%	34%	15%	24%	38%	15%	27%	53%	-%	10%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	34	16	*	3	1	21	13	4	17	13	11	11	4	3	3	*	-
	80%	85%	47%	72%	68%	76%	87%	63%	80%	87%	68%	81%	89%	94%	85%	100%	-%
NET: Low	*	*	-	-	-	*	-	-	*	-	-	-	*	-	-	-	-
	1%	2%	-%	-%	-%	1%	-%	-%	2%	-%	-%	-%	9%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 141 (continuation)

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The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	38	22	4	3	2	5	28	10	22	16	37	1
Weighted total	43	28	1	2	*	9	32	11	27	16	-	40
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	*	-	*	-	*	-
	1%	1%	-%	-%	-%	-%	1%	-%	2%	-%	1%	-%
Neither low nor high	8	6	*	2	-	*	7	2	7	2	-	8
	19%	22%	16%	90%	-%	2%	21%	15%	25%	9%	-%	21%
Quite high	22	11	*	-	*	8	14	9	10	13	-	19
	52%	41%	26%	-%	42%	98%	43%	82%	37%	77%	-%	49%
Very high	12	10	*	*	*	-	11	*	10	2	-	12
	28%	35%	58%	10%	58%	-%	35%	4%	36%	14%	-%	30%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	34	21	1	*	*	8	25	9	20	15	-	31
	80%	76%	84%	10%	100%	98%	78%	85%	73%	91%	-%	78%
NET: Low	*	*	-	-	-	-	*	-	*	-	-	*
	1%	1%	-%	-%	-%	-%	1%	-%	2%	-%	1%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 141 (continuation)

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The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	g	*a	*b	*c	*a	b	*c
Unweighted total	38	21	5	12	37	34	37	33	15	13	31	20	-	16	28	37	11
Weighted total	43	20	8	14	40	34	40	32	15	8	30	21	-	18	29	40	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	*	*	*	*	*	*	-	-	*	*	*	-
	1%	2%	-%	-%	1%	1%	1%	1%	3%	5%	1%	-%	-%	2%	1%	1%	-%
Neither low nor high	8	3	-	6	8	7	8	6	2	3	6	6	-	2	6	8	3
	19%	13%	-%	38%	21%	21%	21%	18%	13%	42%	19%	27%	-%	14%	20%	21%	53%
Quite high	22	11	6	5	19	17	19	18	5	3	12	11	-	9	13	19	1
	52%	54%	78%	35%	49%	50%	49%	55%	36%	44%	41%	50%	-%	52%	44%	49%	11%
Very high	12	6	2	4	12	9	12	8	7	1	11	5	-	6	10	12	2
	28%	30%	22%	27%	30%	28%	30%	26%	48%	9%	38%	23%	-%	32%	35%	30%	36%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	34	17	8	9	31	27	31	26	12	4	24	16	-	15	23	31	3
	80%	84%	100%	62%	78%	78%	78%	81%	84%	53%	79%	73%	-%	84%	79%	78%	47%
NET: Low	*	*	-	-	*	*	*	*	*	*	*	-	-	*	*	*	-
	1%	2%	-%	-%	1%	1%	1%	1%	3%	5%	1%	-%	-%	2%	1%	1%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 141 (continuation)

Page 1314

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	38	33	27	4	1	32	38	38	38	36	38	-	27	37	15	11	22	5
Weighted total	43	35	27	5	2	33	43	43	43	40	43	-	32	43	12	14	23	7
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	1%	1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	2%	-%
Neither low nor high	8	8	2	-	2	6	8	8	8	8	8	-	7	8	3	4	4	-
	19%	23%	7%	-%	100%	18%	19%	19%	19%	20%	19%	-%	21%	19%	26%	32%	17%	-%
Quite high	22	17	15	2	-	18	22	22	22	22	22	-	16	22	6	7	12	3
	52%	49%	57%	34%	-%	54%	52%	52%	52%	55%	52%	-%	50%	52%	47%	49%	54%	53%
Very high	12	9	10	3	-	9	12	12	12	9	12	-	9	12	3	3	6	3
	28%	27%	36%	66%	-%	27%	28%	28%	28%	23%	28%	-%	28%	28%	26%	19%	27%	47%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	34	26	25	5	-	27	34	34	34	32	34	-	25	34	9	9	18	7
	80%	76%	93%	100%	-%	81%	80%	80%	80%	79%	80%	-%	78%	80%	74%	68%	81%	100%
NET: Low	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	-	*	-
	1%	1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	-%	2%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 141 (continuation)

Page 1315

The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	38	8	6	23	30	8	37	1	25	2	11	26	4	34
Weighted total	43	10	4	27	30	13	43	*	27	*	12	28	2	41
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	1%	-%	-%	2%	1%	-%	1%	-%	2%	-%	-%	1%	-%	1%
Neither low nor high	8	*	1	7	6	3	8	-	2	-	3	5	2	7
	19%	2%	33%	25%	19%	19%	19%	-%	6%	-%	25%	19%	84%	16%
Quite high	22	7	2	10	16	7	22	-	13	*	6	13	-	22
	52%	78%	59%	38%	53%	50%	52%	-%	49%	62%	50%	48%	-%	55%
Very high	12	2	*	10	8	4	12	*	12	*	3	9	*	12
	28%	20%	8%	35%	26%	31%	27%	100%	44%	38%	24%	32%	16%	28%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	34	9	2	20	24	11	34	*	25	*	9	22	*	34
	80%	98%	67%	73%	79%	81%	80%	100%	93%	100%	75%	80%	16%	83%
NET: Low	*	-	-	*	*	-	*	-	*	-	-	*	-	*
	1%	-%	-%	2%	1%	-%	1%	-%	2%	-%	-%	1%	-%	1%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 141 (continuation)

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The quality of the mail services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
38	29	1	6	6	8	18
43	35	1	8	9	7	19
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
*	-	-	-	-	*	-
1%	-%	-%	-%	-%	6%	-%
8	4	1	4	3	1	1
19%	12%	100%	46%	30%	18%	4%
22	20	-	*	4	4	14
52%	55%	-%	6%	48%	52%	74%
12	12	-	4	2	2	4
28%	33%	-%	48%	22%	25%	22%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
34	31	-	4	6	6	18
80%	88%	-%	54%	70%	77%	96%
*	-	-	-	-	*	-
1%	-%	-%	-%	-%	6%	-%

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	41	5	4	1	3	1	5	4	-	4	6	7	24
Weighted total	22	4	1	*	1	*	3	5	3	-	2	2	17
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	*	-	-	*	-	*	-	1	1
	7%	-%	-%	-%	31%	-%	-%	-%	10%	-%	26%	-%	32%
Quite high	14	3	1	-	-	-	5	3	-	1	1	*	12
	65%	90%	74%	-%	-%	-%	100%	90%	-%	48%	46%	26%	73%
Very high	6	*	*	*	*	*	3	-	-	*	1	*	4
	26%	5%	26%	100%	69%	100%	100%	-%	-%	-%	26%	54%	18%
Don't Know (DO NOT READ OUT)	1	*	-	-	-	-	-	-	-	-	-	*	*
	3%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23%	1%
NET: High	20	4	1	*	*	*	3	5	3	-	1	2	16
	90%	95%	100%	100%	69%	100%	100%	100%	90%	-%	74%	100%	44%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

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Table 142 (continuation)

Page 1318

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	41	3	14	1	2	7	-	12	18	12	9	2	23	23	18
Weighted total	22	4	6	*	*	2	-	7	18	2	2	*	4	12	11
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	1	-	-	*	-	*	1	*	*	-	1	1	1
	7%	-%	18%	-%	-%	8%	-%	5%	5%	14%	21%	-%	16%	8%	6%
Quite high	14	4	4	*	-	1	-	4	13	1	*	*	1	6	8
	65%	90%	68%	100%	-%	48%	-%	49%	72%	26%	23%	100%	31%	53%	78%
Very high	6	-	1	-	*	1	-	3	4	1	1	-	2	4	1
	26%	-%	14%	-%	100%	44%	-%	44%	21%	50%	56%	-%	48%	37%	13%
Don't Know (DO NOT READ OUT)	1	*	-	-	-	-	-	*	*	*	-	-	*	*	*
	3%	10%	-%	-%	-%	-%	-%	3%	2%	10%	-%	-%	5%	2%	4%
NET: High	20	4	5	*	*	2	-	7	17	1	1	*	3	10	10
	90%	90%	82%	100%	100%	92%	-%	93%	93%	76%	79%	100%	79%	90%	91%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 142 (continuation)

Page 1319

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	41	9	3	7	6	15	26	2	13	26	11	8	10	3	5	4	-
Weighted total	22	10	1	3	1	11	11	1	10	11	14	3	2	1	1	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	*	1	*	*	1	-	*	1	-	1	*	*	-	1	-
	7%	-%	45%	29%	31%	2%	12%	-%	2%	12%	-%	20%	5%	22%	-%	63%	-%
Quite high	14	7	1	2	*	7	7	-	7	7	10	2	1	-	1	-	-
	65%	67%	55%	61%	18%	62%	67%	-%	68%	67%	75%	57%	46%	-%	100%	-%	-%
Very high	6	3	-	*	*	4	2	*	3	2	3	1	1	1	-	*	-
	26%	29%	-%	4%	51%	32%	19%	53%	31%	19%	22%	23%	49%	78%	-%	18%	-%
Don't Know (DO NOT READ OUT)	1	*	-	*	-	*	*	*	-	*	*	-	-	-	-	*	-
	3%	4%	-%	7%	-%	4%	2%	47%	-%	2%	3%	-%	-%	-%	-%	19%	-%
NET: High	20	10	1	2	1	10	10	*	10	10	13	3	2	1	1	*	-
	90%	96%	55%	65%	69%	95%	86%	53%	98%	86%	97%	80%	95%	78%	100%	18%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 142 (continuation)

Page 1320

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Significance Level: 95%	41	20	11	7	-	1	26	15	17	24	-	38	3
Unweighted total	22	15	5	2	-	*	10	12	7	16	-	21	1
Weighted total													
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	*	1	*	-	-	1	1	1	1	-	1	*
	7%	1%	18%	31%	-%	-%	8%	6%	12%	5%	-%	5%	35%
Quite high	14	10	3	*	-	-	7	7	4	11	-	14	-
	65%	68%	69%	22%	-%	-%	70%	61%	57%	68%	-%	69%	-%
Very high	6	4	1	1	-	-	2	4	2	4	-	5	1
	26%	29%	13%	48%	-%	-%	17%	33%	25%	26%	-%	23%	65%
Don't Know (DO NOT READ OUT)	1	*	-	-	-	*	1	-	*	*	-	1	-
	3%	3%	-%	-%	-%	100%	6%	-%	6%	1%	-%	3%	-%
NET: High	20	15	4	1	-	-	9	11	5	15	-	19	1
	90%	96%	82%	69%	-%	-%	86%	94%	82%	94%	-%	92%	65%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 142 (continuation)

Page 1321

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		*a	*b	*c	a	b	c	d	*e	*f	g	a	*b	*c	*a	b	*c
Significance Level: 95%	41	24	10	7	38	31	39	36	16	26	36	32	3	4	26	40	17
Unweighted total	22	14	5	3	20	15	20	20	10	14	18	20	1	1	15	22	5
Weighted total																	
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	1	1	*	2	2	2	1	1	1	1	2	-	-	1	2	1
	7%	5%	13%	5%	8%	11%	8%	7%	7%	10%	6%	8%	-%	-%	10%	7%	15%
Quite high	14	8	4	3	13	8	13	12	8	11	14	14	*	*	8	14	2
	65%	59%	72%	77%	63%	51%	62%	63%	80%	77%	78% b	69%	22%	16%	56%	64%	45%
Very high	6	5	*	1	6	5	6	5	1	2	3	4	1	1	4	6	2
	26%	34%	7%	18%	28%	34%	28%	27%	11%	12%	15%	22%	78%	49%	30%	26%	36%
Don't Know (DO NOT READ OUT)	1	*	*	-	*	1	1	1	*	*	*	*	-	*	1	1	*
	3%	1%	8%	-%	1%	4%	3%	3%	2%	1%	1%	1%	-%	35%	4%	3%	4%
NET: High	20	13	4	3	18	13	18	18	9	12	17	18	1	1	13	20	4
	90%	93%	79%	95%	91%	85%	89%	90%	91%	89%	93%	91%	100%	65%	86%	90%	82%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 142 (continuation)

Page 1322

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	41	a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	22	32	25	5	1	31	41	37	41	37	41	-	29	41	17	14	20	7
Weighted total		15	15	2	2	18	22	19	22	21	22	-	15	22	5	10	8	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	1	1	1	-	*	2	2	2	1	2	-	1	2	1	1	*	*
	7%	4%	5%	39%	-%	2%	7%	8%	7%	6%	7%	-%	5%	7%	15%	13%	1%	4%
Quite high	14	10	10	1	2	12	14	12	14	14	14	-	10	14	3	8	3	3
	65%	63%	66%	36%	100%	70%	65%	62%	65%	67%	65%	-%	62%	65%	50%	80%	35%	88%
Very high	6	4	4	*	-	4	6	5	6	5	6	-	5	6	2	1	5	*
	26%	29%	26%	25%	-%	25%	26%	26%	26%	25%	26%	-%	33%	26%	32%	7%	56%	7%
Don't Know (DO NOT READ OUT)	1	1	*	-	-	1	1	1	1	1	1	-	-	1	*	-	1	-
	3%	4%	3%	-%	-%	3%	3%	3%	3%	3%	3%	-%	-%	3%	4%	-%	7%	-%
NET: High	20	14	14	1	2	17	20	16	20	19	20	-	15	20	4	9	8	4
	90%	92%	92%	61%	100%	95%	90%	88%	90%	91%	90%	-%	95%	90%	81%	87%	91%	96%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	41	7	6	28	31	10	40	1	24	1	11	27	11	30
Weighted total	22	8	1	13	18	4	22	*	13	*	5	16	6	16
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	1	1	2	-	2	-	1	-	1	*	1	1
	7%	-%	48%	7%	9%	-%	7%	-%	6%	-%	13%	3%	13%	5%
Quite high	14	7	*	7	12	2	14	-	11	-	3	11	5	10
	65%	99%	14%	51%	65%	62%	66%	-%	78%	-%	66%	70%	75%	61%
Very high	6	*	1	5	4	2	5	*	2	-	1	4	1	5
	26%	1%	39%	38%	23%	38%	24%	100%	13%	-%	17%	25%	8%	32%
Don't Know (DO NOT READ OUT)	1	-	-	1	1	-	1	-	*	*	*	*	*	*
	3%	-%	-%	5%	3%	-%	3%	-%	3%	100%	4%	3%	3%	3%
NET: High	20	8	1	12	16	4	20	*	12	-	4	15	5	15
	90%	100%	52%	89%	88%	100%	90%	100%	91%	-%	83%	95%	84%	93%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 142 (continuation)

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The quality of the mail services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	*a	*b	*c	*d
41	37	1	13	10	4	14
22	21	*	7	6	2	7
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
2	1	*	*	-	-	1
7%	4%	100%	7%	-%	-%	17%
14	14	-	5	2	2	5
65%	68%	-%	73%	37%	83%	77%
6	5	-	1	4	-	*
26%	26%	-%	21%	60%	-%	6%
1	1	-	-	*	*	-
3%	3%	-%	-%	3%	17%	-%
20	20	-	6	6	2	5
90%	93%	-%	93%	97%	83%	83%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

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Table 143 Page 1325

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Significance Level: 95%	11	2	1	-	-	2	3	-	1	1	-	-	1	10
Unweighted total	15	2	2	-	-	3	5	-	2	1	-	-	*	14
Weighted total														
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	2	-	-	-	1	2	-	-	-	-	-	-	5
	36%	90%	-%	-%	-%	50%	46%	-%	-%	-%	-%	-%	-%	38%
Quite high	6	*	-	-	-	-	3	-	2	1	-	-	*	6
	42%	10%	-%	-%	-%	-%	48%	-%	100%	100%	-%	-%	100%	40%
Very high	3	-	2	-	-	1	*	-	-	-	-	-	-	3
	22%	-%	100%	-%	-%	50%	7%	-%	-%	-%	-%	-%	-%	23%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	9	*	2	-	-	1	3	-	2	1	-	-	*	9
	64%	10%	100%	-%	-%	50%	54%	-%	100%	100%	-%	-%	100%	62%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 143 (continuation)

Page 1326

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	-	3	1	-	5	-	2	9	-	2	-	2	6	5
Weighted total	15	-	4	2	-	6	-	3	14	-	1	-	1	8	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	-	2	-	-	1	-	2	5	-	-	-	-	1	4
	36%	-%	58%	-%	-%	23%	-%	51%	38%	-%	-%	-%	-%	15%	66%
Quite high	6	-	*	2	-	4	-	-	6	-	*	-	*	6	*
	42%	-%	11%	100%	-%	71%	-%	-%	42%	-%	35%	-%	35%	67%	8%
Very high	3	-	1	-	-	*	-	2	3	-	*	-	*	2	2
	22%	-%	31%	-%	-%	6%	-%	49%	20%	-%	65%	-%	65%	18%	26%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	9	-	2	2	-	4	-	2	9	-	1	-	1	7	2
	64%	-%	42%	100%	-%	77%	-%	49%	62%	-%	100%	-%	100%	85%	34%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	5	1	2	1	4	7	-	4	7	4	5	-	1	-	-	-
Weighted total	15	9	2	1	*	7	8	-	7	8	8	5	-	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	2	-	-	-	4	1	-	4	1	2	2	-	-	-	-	-
	36%	27%	-%	-%	-%	59%	16%	-%	59%	16%	31%	31%	-%	-%	-%	-%	-%
Quite high	6	4	2	1	-	1	5	-	1	5	4	2	-	-	-	-	-
	42%	42%	100%	100%	-%	19%	62%	-%	19%	62%	49%	44%	-%	-%	-%	-%	-%
Very high	3	3	-	-	*	2	2	-	2	2	2	1	-	*	-	-	-
	22%	31%	-%	-%	100%	23%	21%	-%	23%	21%	20%	25%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	9	7	2	1	*	3	6	-	3	6	5	4	-	*	-	-	-
	64%	73%	100%	100%	100%	41%	84%	-%	41%	84%	69%	69%	-%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	11	6	-	2	2	1	4	7	4	7	-	9	2
Weighted total	15	11	-	1	3	*	6	9	5	10	-	13	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	4	-	-	1	-	4	1	2	4	-	4	1
	36%	37%	-	-	50%	-	70%	14%	35%	37%	-	32%	73%
Quite high	6	5	-	*	-	*	*	6	1	5	-	6	*
	42%	49%	-	57%	-	100%	3%	67%	32%	46%	-	44%	27%
Very high	3	2	-	*	1	-	2	2	2	2	-	3	-
	22%	14%	-	43%	50%	-	27%	19%	33%	16%	-	25%	-
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	9	7	-	1	1	*	2	8	3	6	-	9	*
	64%	63%	-	100%	50%	100%	30%	86%	65%	63%	-	68%	27%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 143 (continuation)

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The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	11	7	1	3	8	6	8	10	3	5	8	8	-	3	7	8	2
Weighted total	15	10	2	3	10	6	10	13	4	8	13	10	-	4	8	10	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	2	2	1	4	2	4	5	-	4	5	4	-	2	3	4	2
	36%	24%	100%	46%	43%	30%	43%	41%	-	46%	43%	36%	-%	37%	38%	43%	78%
Quite high	6	6	-	*	4	2	4	6	4	3	6	5	-	1	2	4	*
	42%	58%	-%	7%	37%	35%	37%	47%	100%	38%	45%	47%	-%	29%	25%	37%	22%
Very high	3	2	-	1	2	2	2	2	-	1	2	2	-	2	3	2	-
	22%	19%	-%	47%	20%	35%	20%	13%	-%	16%	12%	16%	-%	35%	37%	20%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	9	8	-	1	6	4	6	8	4	4	7	6	-	3	5	6	*
	64%	76%	-%	54%	57%	70%	57%	59%	100%	54%	57%	64%	-%	63%	62%	57%	22%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 143 (continuation)

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The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	11	7	5	2	1	6	11	8	11	10	11	7	11	2	4	7	-
Weighted total	15	9	6	2	*	11	15	10	15	13	15	9	15	2	4	11	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	4	4	-	-	4	5	4	5	4	5	2	5	2	3	2	-
	36%	45%	65%	-%	-%	38%	36%	43%	36%	30%	36%	18%	36%	78%	81%	22%	-%
Quite high	6	3	2	2	*	4	6	4	6	6	6	6	6	*	1	5	-
	42%	34%	29%	82%	100%	36%	42%	37%	42%	46%	42%	68%	42%	22%	19%	49%	-%
Very high	3	2	*	*	-	3	3	2	3	3	3	1	3	-	-	3	-
	22%	21%	6%	18%	-%	27%	22%	20%	22%	24%	22%	14%	22%	-%	-%	29%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	9	5	2	2	*	7	9	6	9	9	9	7	9	*	1	9	-
	64%	55%	35%	100%	100%	62%	64%	57%	64%	70%	64%	82%	64%	22%	19%	78%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	8	1	2	6	5	11	-	6	-	2	7	3	8
Weighted total	15	11	*	3	9	6	15	-	7	-	4	9	4	10
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	5	-	-	2	3	5	-	2	-	-	4	4	1
	36%	47%	-%	-%	28%	48%	36%	-%	25%	-%	-%	45%	96%	12%
Quite high	6	6	*	-	4	2	6	-	2	-	4	2	*	6
	42%	50%	100%	-%	50%	30%	42%	-%	27%	-%	100%	20%	4%	57%
Very high	3	*	-	3	2	1	3	-	3	-	-	3	-	3
	22%	3%	-%	100%	22%	21%	22%	-%	48%	-%	-%	35%	-%	31%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	9	6	*	3	6	3	9	-	5	-	4	5	*	9
	64%	53%	100%	100%	72%	52%	64%	-%	75%	-%	100%	55%	4%	88%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		*a	*b	*a	*b	*c	*d
Unweighted total	11	9	1	4	3	3	1
Weighted total	15	13	2	5	4	5	*
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	4	2	2	-	3	-
	36%	29%	100%	45%	-%	64%	-%
Quite high	6	6	-	1	3	2	*
	42%	46%	-%	24%	64%	36%	100%
Very high	3	3	-	2	2	-	-
	22%	25%	-%	31%	36%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	9	9	-	3	4	2	*
	64%	71%	-%	55%	100%	36%	100%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		^a	^b	^c	^d	^e	^f	^g	^h	ⁱ	^j	^k	^l	m
	38	4	4	4	2	2	4	3	5	2	2	4	2	30
	43	5	3	8	1	2	7	6	6	1	1	2	1	40
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	3	*	-	-	-	-	2	-	-	*	-	-	-	3
	6%	4%	-%	-%	-%	-%	33%	-%	-%	12%	-%	-%	-%	7%
	24	1	-	8	*	1	5	6	2	-	-	*	*	23
	55%	27%	-%	98%	15%	85%	65%	100%	28%	-%	-%	26%	50%	58%
	15	3	3	*	1	*	*	-	3	1	1	1	*	12
	35%	69%	100%	2%	85%	15%	2%	-%	47%	88%	100%	74%	50%	31%
2	-	-	-	-	-	-	-	2	-	-	-	-	2	
4%	-%	-%	-%	-%	-%	-%	-%	25%	-%	-%	-%	-%	4%	
39	4	3	8	1	2	5	6	5	1	1	2	1	35	
90%	96%	100%	100%	100%	100%	67%	100%	75%	88%	100%	100%	100%	89%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 144 (continuation)

Page 1334

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	38	1	7	-	-	21	1	6	28	4	4	2	10	17	21
Weighted total	43	3	6	-	-	27	2	5	42	1	1	*	2	20	23
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	-	3	-	-	-	-	-	2	*	*	-	*	2	*
	6%	-%	41%	-%	-%	-%	-%	-%	6%	26%	22%	-%	20%	12%	2%
Quite high	24	3	-	-	-	18	-	3	23	*	*	*	1	8	16
	55%	100%	-%	-%	-%	66%	-%	57%	56%	24%	28%	48%	30%	41%	67%
Very high	15	-	4	-	-	9	2	1	14	*	*	*	1	8	7
	35%	-%	59%	-%	-%	34%	100%	13%	34%	50%	50%	52%	50%	39%	31%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	4%	-%	-%	-%	-%	-%	-%	30%	4%	-%	-%	-%	-%	8%	-%
NET: High	39	3	4	-	-	27	2	4	38	1	1	*	1	16	23
	90%	100%	59%	-%	-%	100%	100%	70%	90%	74%	78%	100%	80%	80%	98%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 144 (continuation)

Page 1335

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	38	12	4	3	1	11	27	1	10	27	11	9	4	6	3	4	-
Weighted total	43	18	3	3	*	16	27	2	15	27	12	13	4	4	4	4	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	2	-	-	*	-	3	-	-	3	-	-	2	*	-	-	-
	6%	13%	-%	-%	100%	-%	10%	-%	-%	10%	-%	-%	59%	9%	-%	-%	-%
Quite high	24	11	-	2	-	7	17	-	7	17	4	7	1	2	3	3	-
	55%	60%	-%	79%	-%	42%	63%	-%	47%	63%	36%	55%	31%	62%	68%	83%	-%
Very high	15	5	3	1	-	8	7	-	8	7	8	4	*	1	1	1	-
	35%	27%	100%	21%	-%	48%	27%	-%	53%	27%	64%	33%	10%	28%	32%	17%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	2	-	2	-	-	-	2	-	-	-	-	-
	4%	-%	-%	-%	-%	10%	-%	100%	-%	-%	-%	12%	-%	-%	-%	-%	-%
NET: High	39	16	3	3	-	15	24	-	15	24	12	11	2	3	4	4	-
	90%	87%	100%	100%	-%	90%	90%	-%	100%	90%	100%	88%	41%	91%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 144 (continuation)

Page 1336

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	38	14	4	4	4	10	21	17	15	23	-	35	3
Weighted total	43	18	1	5	6	12	24	19	18	25	-	40	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	-	*	2	-	*	*	3	*	3	-	3	-
	6%	-%	14%	51%	-%	1%	1%	13%	1%	10%	-%	7%	-%
Quite high	24	10	-	*	3	9	14	10	13	11	-	21	3
	55%	53%	-%	4%	53%	78%	60%	49%	72%	43%	-%	53%	83%
Very high	15	7	1	2	3	2	8	7	5	10	-	15	1
	35%	38%	86%	45%	47%	20%	33%	37%	27%	40%	-%	37%	17%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	2	-	-	2	-	2	-
	4%	9%	-%	-%	-%	-%	7%	-%	-%	6%	-%	4%	-%
NET: High	39	16	1	2	6	12	22	17	18	21	-	35	4
	90%	91%	86%	49%	100%	99%	93%	87%	99%	84%	-%	89%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	38	14	7	17	34	28	34	33	16	19	26	29	1	6	27	33	12
Weighted total	43	17	12	14	35	29	35	36	16	20	30	35	2	5	30	33	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	*	2	-	3	3	3	3	*	3	3	3	-	-	*	3	*
	6%	2%	20%	-%	8%	10%	8%	8%	2%	14%	9%	8%	-%	-%	1%	8%	5%
Quite high	24	7	10	7	17	15	17	19	12	7	15	20	-	2	19	17	4
	55%	39%	80%	53%	49%	51%	49%	54%	76%	36%	50%	58%	-%	38%	64%	51%	54%
Very high	15	9	-	6	13	10	13	12	4	10	11	11	2	3	10	12	3
	35%	50%	-%	47%	39%	34%	39%	34%	22%	50%	35%	30%	100%	62%	35%	36%	41%
Don't Know (DO NOT READ OUT)	2	2	-	-	2	2	2	2	-	-	2	2	-	-	-	2	-
	4%	9%	-%	-%	4%	5%	4%	4%	-%	-%	5%	4%	-%	-%	-%	5%	-%
NET: High	39	15	10	14	31	24	31	32	16	17	26	31	2	5	30	29	7
	90%	89%	80%	100%	88%	85%	88%	88%	98%	86%	86%	88%	100%	100%	99%	87%	95%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b			c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	38	27	20	-	1	34	38	35	38	36	38	-	27	37	12	13	23	2
Weighted total	43	29	22	-	2	37	43	40	43	40	43	-	29	42	14	10	30	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	*	3	-	-	3	3	3	3	3	3	-	*	3	*	*	2	*
	6%	1%	13%	-%	-%	7%	6%	7%	6%	7%	6%	-%	1%	7%	3%	2%	8%	6%
Quite high	24	17	15	-	2	18	24	23	24	24	24	-	17	24	13	3	17	3
	55%	58%	67%	-%	100%	49%	55%	59%	55%	59%	55%	-%	59%	57%	92%	33%	58%	94%
Very high	15	10	4	-	-	15	15	12	15	12	15	-	10	14	1	7	9	-
	35%	35%	20%	-%	-%	39%	35%	30%	35%	30%	35%	-%	35%	33%	6%	65%	28%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	4%	5%	-%	-%	-%	4%	4%	4%	4%	4%	4%	-%	5%	4%	-%	-%	5%	-%
NET: High	39	27	19	-	2	33	39	35	39	36	39	-	27	37	14	10	26	3
	90%	93%	87%	-%	100%	88%	90%	89%	90%	89%	90%	-%	93%	90%	97%	98%	87%	94%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	38	7	8	22	24	14	35	3	25	3	8	27	7	31
Weighted total	43	5	7	29	24	19	41	2	32	4	10	30	9	35
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	3	*	3	-	*	3	3	-	3	-	2	*	2	*
	6%	3%	36%	-%	1%	14%	7%	-%	9%	1%	24%	1%	28%	1%
Quite high	24	3	1	17	14	10	22	2	18	1	1	20	3	21
	55%	52%	18%	61%	57%	53%	53%	92%	58%	31%	13%	66%	31%	61%
Very high	15	1	3	11	9	6	15	*	9	3	6	8	4	12
	35%	15%	46%	39%	36%	33%	36%	8%	28%	69%	63%	28%	42%	33%
Don't Know (DO NOT READ OUT)	2	2	-	-	2	-	2	-	2	-	-	2	-	2
	4%	30%	-%	-%	6%	-%	4%	-%	5%	-%	-%	5%	-%	5%
NET: High	39	4	5	29	23	17	37	2	27	4	8	28	6	33
	90%	67%	64%	100%	93%	86%	90%	100%	86%	100%	76%	94%	72%	94%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 144 (continuation)

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The quality of the mail services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
38	35	1	8	7	5	18
43	41	2	11	9	8	16
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	-	2	*	-	-	3
6%	-%	100%	2%	-%	-%	16%
24	24	-	7	4	6	6
55%	59%	-%	70%	47%	79%	38%
15	15	-	3	3	2	7
35%	37%	-%	28%	36%	21%	46%
2	2	-	-	2	-	-
4%	4%	-%	-%	17%	-%	-%
39	39	-	10	8	8	13
90%	96%	-%	98%	83%	100%	84%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

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Table 145

Page 1341

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	9	-	1	-	3	1	-	-	1	1	2	-	-	7
	7	-	1	-	2	*	-	-	2	1	1	-	-	6
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	19%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	4	-	-	-	*	*	-	-	2	1	*	-	-	3
	53%	-%	-%	-%	11%	100%	-%	-%	100%	100%	22%	-%	-%	56%
	2	-	-	-	1	-	-	-	-	-	*	-	-	1
	29%	-%	-%	-%	89%	-%	-%	-%	-%	-%	78%	-%	-%	24%

Ofcom; Business Postal Tracker

Table 145 (continuation)

Page 1342

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	9	-	2	-	1	3	-	2	5	3	1	-	4	6	3
Weighted total	7	-	2	-	*	3	-	*	6	*	*	-	1	4	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	19%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	36%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	-	2	-	-	2	-	*	3	*	-	-	*	*	3
	53%	-%	100%	-%	-%	59%	-%	37%	51%	100%	-%	-%	68%	9%	100%
Very high	2	-	-	-	*	1	-	*	2	-	*	-	*	2	-
	29%	-%	-%	-%	100%	41%	-%	63%	28%	-%	100%	-%	32%	56%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	-	2	-	*	3	-	*	5	*	*	-	1	2	3
	81%	-%	100%	-%	100%	100%	-%	100%	79%	100%	100%	-%	100%	64%	100%
NET: Low	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	19%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	36%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 145 (continuation)

Page 1343

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	9	5	-	1	1	3	6	-	3	6	3	3	-	2	-	1	-
Weighted total	7	3	-	1	2	4	3	-	4	3	4	2	-	1	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-
	19%	-%	-%	100%	-%	-%	39%	-%	-%	39%	-%	80%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	2	-	-	2	3	*	-	3	*	3	*	-	*	-	-	-
	53%	50%	-%	-%	100%	87%	15%	-%	87%	15%	87%	20%	-%	12%	-%	-%	-%
Very high	2	2	-	-	-	*	1	-	*	1	*	-	-	1	-	*	-
	29%	50%	-%	-%	-%	13%	46%	-%	13%	46%	13%	-%	-%	88%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	3	-	-	2	4	2	-	4	2	4	*	-	1	-	*	-
	81%	100%	-%	-%	100%	100%	61%	-%	100%	61%	100%	20%	-%	100%	-%	100%	-%
NET: Low	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-
	19%	-%	-%	100%	-%	-%	39%	-%	-%	39%	-%	80%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 145 (continuation)

Page 1344

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%													
Unweighted total	9	5	2	1	1	-	4	5	4	5	-	8	1
Weighted total	7	4	1	1	*	-	2	5	2	5	-	5	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	1	-	-	-	1	-	1	-	1	-
	19%	-%	-%	100%	-%	-%	-%	27%	-%	27%	-%	24%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	3	*	-	*	-	*	3	*	3	-	2	1
	53%	82%	12%	-%	100%	-%	6%	73%	6%	73%	-%	40%	100%
Very high	2	1	1	-	-	-	2	-	2	-	-	2	-
	29%	18%	88%	-%	-%	-%	94%	-%	94%	-%	-%	37%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	4	1	-	*	-	2	3	2	3	-	4	1
	81%	100%	100%	-%	100%	-%	100%	73%	100%	73%	-%	76%	100%
NET: Low	1	-	-	1	-	-	-	1	-	1	-	1	-
	19%	-%	-%	100%	-%	-%	-%	27%	-%	27%	-%	24%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	9	4	1	4	7	7	8	7	5	4	5	8	-	1	4	8	2
Weighted total	7	4	*	3	4	5	5	5	3	3	4	6	-	*	2	5	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	1	1	1	1	1	1	1	1	1	-	-	1	1	1
	19%	-%	-%	44%	31%	24%	24%	24%	36%	44%	34%	20%	-%	-%	59%	24%	50%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	3	*	*	2	2	2	2	2	*	2	4	-	-	*	2	-
	53%	87%	100%	5%	52%	38%	40%	38%	57%	12%	54%	57%	-%	-%	8%	40%	-%
Very high	2	*	-	1	1	2	2	2	*	1	*	1	-	*	1	2	1
	29%	13%	-%	52%	17%	38%	37%	38%	6%	44%	13%	23%	-%	100%	33%	37%	50%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	4	*	2	3	4	4	4	2	2	2	5	-	*	1	4	1
	81%	100%	100%	56%	69%	76%	76%	76%	64%	56%	66%	80%	-%	100%	41%	76%	50%
NET: Low	1	-	-	1	1	1	1	1	1	1	1	1	-	-	1	1	1
	19%	-%	-%	44%	31%	24%	24%	24%	36%	44%	34%	20%	-%	-%	59%	24%	50%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 145 (continuation)

Page 1346

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	9	6	4	-	-	7	9	8	9	8	9	-	5	9	2	5	3	1
Weighted total	7	4	3	-	-	4	7	5	7	7	7	-	4	7	2	4	1	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	19%	32%	40%	-%	-%	34%	19%	24%	19%	19%	19%	-%	36%	19%	-%	29%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	2	*	-	-	*	4	2	4	3	4	-	2	4	1	2	*	2
	53%	50%	6%	-%	-%	13%	53%	40%	53%	51%	53%	-%	45%	53%	87%	37%	43%	100%
Very high	2	1	2	-	-	2	2	2	2	2	2	-	1	2	*	1	*	-
	29%	18%	55%	-%	-%	53%	29%	37%	29%	30%	29%	-%	20%	29%	13%	34%	57%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	3	2	-	-	2	6	4	6	5	6	-	2	6	2	3	1	2
	81%	68%	60%	-%	-%	66%	81%	76%	81%	81%	81%	-%	64%	81%	100%	71%	100%	100%
NET: Low	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	19%	32%	40%	-%	-%	34%	19%	24%	19%	19%	19%	-%	36%	19%	-%	29%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 145 (continuation)

Page 1347

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	9	2	3	4	5	4	9	-	6	1	3	5	1	8
Weighted total	7	3	2	2	4	3	7	-	3	2	3	2	*	7
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	1	-	1	-	1	-	1	-	-	1	-	1
	19%	-%	80%	-%	33%	-%	19%	-%	36%	-%	-%	57%	-%	19%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	4	3	*	*	2	2	4	-	*	2	2	*	*	3
	53%	100%	20%	8%	48%	58%	53%	-%	14%	100%	53%	22%	100%	51%
Very high	2	-	-	2	1	1	2	-	2	-	1	*	-	2
	29%	-%	-%	92%	18%	42%	29%	-%	50%	-%	47%	21%	-%	30%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	3	*	2	3	3	6	-	2	2	3	1	*	5
	81%	100%	20%	100%	67%	100%	81%	-%	64%	100%	100%	43%	100%	81%
NET: Low	1	-	1	-	1	-	1	-	1	-	-	1	-	1
	19%	-%	80%	-%	33%	-%	19%	-%	36%	-%	-%	57%	-%	19%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 145 (continuation)

Page 1348

The quality of the mail services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
TOTAL	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
9	8	-	1	2	2	4
7	7	-	1	2	2	2
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
1	1	-	1	-	-	-
19%	19%	-%	100%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
4	3	-	-	1	2	*
53%	52%	-%	-%	87%	100%	17%
2	2	-	-	*	-	2
29%	29%	-%	-%	13%	-%	83%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
6	5	-	-	2	2	2
81%	81%	-%	-%	100%	100%	100%
1	1	-	1	-	-	-
19%	19%	-%	100%	-%	-%	-%

Ofcom; Business Postal Tracker

Table 146

Page 1349

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
	52	5	3	3	4	5	5	2	4	3	5	6	7	34
	61	6	5	8	4	5	11	5	5	4	2	2	3	53
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	7	1	-	2	-	3	-	-	-	-	1	-	-	6
	12%	21%	-%	30%	-%	47%	-%	-%	-%	-%	41%	-%	-%	12%
	27	2	3	3	1	2	5	3	3	1	1	1	2	23
	44%	31%	64%	38%	31%	29%	49%	51%	65%	32%	37%	22%	71%	44%
	23	3	-	3	3	1	3	2	2	3	*	2	1	20
	38%	49%	-%	32%	69%	24%	29%	49%	35%	68%	22%	78%	29%	37%
4	-	2	-	-	-	3	-	-	-	-	-	-	4	
7%	-%	36%	-%	-%	-%	23%	-%	-%	-%	-%	-%	-%	8%	
49	5	3	6	4	3	9	5	5	4	1	2	3	43	
81%	79%	64%	70%	100%	53%	77%	100%	100%	100%	59%	100%	100%	80%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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

Ofcom; Business Postal Tracker

Table 146 (continuation)

Page 1350

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*a	*b
Unweighted total	52	4	12	-	2	17	1	14	46	5	-	1	6	29	23
Weighted total	61	6	12	-	1	24	2	14	60	1	-	*	1	34	27
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	-	2	-	-	2	-	4	7	-	-	-	-	5	3
12%	-%	14%	-%	-%	7%	-%	26%	12%	-%	-%	-%	-%	-%	14%	9%
Quite high	27	4	4	-	1	12	-	3	26	*	-	-	*	11	16
44%	71%	33%	-%	100%	53%	-%	21%	44%	55%	-%	-%	45%	32%	59%	
Very high	23	2	6	-	-	7	-	8	22	*	-	*	1	14	9
38%	29%	53%	-%	-%	30%	-%	53%	37%	45%	-%	100%	55%	42%	32%	
Don't Know (DO NOT READ OUT)	4	-	-	-	-	3	2	-	4	-	-	-	-	4	-
7%	-%	-%	-%	-%	11%	100%	-%	7%	-%	-%	-%	-%	12%	-%	
NET: High	49	6	10	-	1	19	-	11	48	1	-	*	1	25	25
81%	100%	86%	-%	100%	82%	-%	74%	81%	100%	-%	100%	100%	74%	91%	
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 146 (continuation)

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The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	52	22	5	3	-	25	27	5	20	27	21	15	7	1	2	2	-
Weighted total	61	31	5	3	-	29	32	7	22	32	30	14	4	*	2	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	6	-	-	-	2	5	2	-	5	2	1	3	-	-	-	-
	12%	19%	-%	-%	-%	8%	15%	37%	-%	15%	8%	6%	58%	-%	-%	-%	-%
Quite high	27	9	1	3	-	13	13	2	11	13	13	9	1	*	*	-	-
	44%	29%	15%	100%	-%	46%	42%	31%	51%	42%	45%	63%	19%	100%	27%	-%	-%
Very high	23	12	4	-	-	12	11	2	9	11	13	4	1	-	1	1	-
	38%	39%	85%	-%	-%	40%	36%	32%	42%	36%	42%	31%	24%	-%	73%	100%	-%
Don't Know (DO NOT READ OUT)	4	4	-	-	-	2	3	-	2	3	2	-	-	-	-	-	-
	7%	13%	-%	-%	-%	6%	8%	-%	7%	8%	5%	-%	-%	-%	-%	-%	-%
NET: High	49	21	5	3	-	25	24	4	21	24	26	13	2	*	2	1	-
	81%	68%	100%	100%	-%	86%	77%	63%	93%	77%	86%	94%	42%	100%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	a	*b	*a	b	*c
Unweighted total	52	28	6	3	7	6	41	11	37	15	-	49	3
Weighted total	61	33	5	3	9	9	47	14	42	18	-	56	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	4	*	-	1	1	4	3	4	3	-	6	1
	12%	13%	8%	-%	14%	14%	9%	22%	10%	16%	-%	10%	27%
Quite high	27	16	1	3	1	5	19	8	16	11	-	24	3
	44%	48%	18%	100%	14%	54%	40%	57%	37%	61%	-%	42%	65%
Very high	23	11	4	-	4	3	20	3	19	4	-	22	*
	38%	34%	74%	-%	44%	32%	42%	22%	44%	23%	-%	40%	9%
Don't Know (DO NOT READ OUT)	4	2	-	-	3	-	4	-	4	-	-	4	-
	7%	5%	-%	-%	28%	-%	9%	-%	10%	-%	-%	7%	-%
NET: High	49	28	5	3	5	8	39	11	34	15	-	46	3
	81%	83%	92%	100%	58%	86%	82%	78%	80%	84%	-%	82%	73%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	g	a	*b	*c	*a	b	*c
Unweighted total	52	19	9	24	42	36	45	43	20	23	38	34	-	16	23	45	13
Weighted total	61	23	13	26	39	37	46	54	21	25	35	42	-	18	25	47	13
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	3	-	4	6	5	6	6	1	3	3	3	-	4	3	6	1
	12%	13%	-%	17%	15%	14%	13%	11%	6%	12%	10%	8%	-%	21%	12%	13%	10%
Quite high	27	12	9	6	18	16	20	23	11	12	20	19	-	7	13	18	5
	44%	52%	72%	23%	46%	44%	43%	42%	51%	46%	58%	46%	-%	39%	54%	39%	39%
Very high	23	8	2	13	14	14	18	21	8	11	10	17	-	6	7	18	7
	38%	35%	15%	51%	35%	38%	41%	39%	35%	42%	28%	40%	-%	31%	28%	40%	51%
Don't Know (DO NOT READ OUT)	4	-	2	3	2	2	2	4	2	-	2	3	-	2	2	4	-
	7%	-%	13%	10%	4%	4%	4%	8%	8%	-%	5%	6%	-%	9%	7%	9%	-%
NET: High	49	20	11	19	32	30	38	44	18	22	30	36	-	13	20	37	12
	81%	87%	87%	73%	81%	81%	84%	81%	86%	88%	86%	86%	-%	70%	81%	79%	90%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 146 (continuation)

Page 1354

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	*b	*c
Unweighted total	52	36	28	7	4	39	51	44	51	49	52	-	37	51	12	16	26	10
Weighted total	61	39	28	11	6	41	60	50	60	57	61	-	44	60	13	24	26	11
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	5	3	-	2	3	7	6	7	6	7	-	5	7	5	2	5	-
	12%	12%	9%	-%	41%	8%	12%	12%	12%	10%	12%	-%	10%	12%	43%	7%	21%	-%
Quite high	27	13	15	5	3	17	27	27	27	25	27	-	22	27	7	8	10	9
	44%	33%	55%	45%	52%	42%	44%	53%	44%	43%	44%	-%	49%	44%	52%	33%	39%	80%
Very high	23	17	9	4	*	18	22	13	22	23	23	-	16	22	1	12	11	1
	38%	45%	31%	39%	7%	44%	37%	26%	37%	40%	38%	-%	37%	37%	5%	49%	41%	5%
Don't Know (DO NOT READ OUT)	4	4	2	2	-	3	4	4	4	4	4	-	2	4	-	3	-	2
	7%	11%	6%	16%	-%	6%	7%	8%	7%	7%	7%	-%	4%	7%	-%	11%	-%	15%
NET: High	49	30	24	9	4	35	49	40	49	47	49	-	38	49	7	19	21	9
	81%	77%	85%	84%	59%	86%	81%	80%	81%	83%	81%	-%	86%	81%	57%	82%	79%	85%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 146 (continuation)

Page 1355

The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	*a	b	*a	b
Unweighted total	52	9	12	31	37	15	48	4	37	1	13	36	6	46
Weighted total	61	12	11	37	45	15	57	4	44	*	14	42	6	54
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	2	3	2	5	3	7	-	2	*	-	6	*	7
	12%	14%	27%	7%	10%	17%	12%	-%	4%	100%	-%	14%	7%	12%
Quite high	27	2	5	20	22	4	25	2	18	-	10	14	4	23
	44%	17%	45%	52%	49%	28%	44%	44%	42%	-%	68%	33%	55%	43%
Very high	23	8	3	11	14	8	21	2	19	-	5	18	2	20
	38%	70%	29%	30%	31%	56%	36%	56%	44%	-%	32%	43%	38%	38%
Don't Know (DO NOT READ OUT)	4	-	-	4	4	-	4	-	4	-	-	4	-	4
	7%	-%	-%	11%	9%	-%	7%	-%	10%	-%	-%	10%	-%	8%
NET: High	49	11	8	31	37	13	46	4	38	-	14	32	6	43
	81%	86%	73%	82%	81%	83%	80%	100%	87%	-%	100%	76%	93%	80%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 146 (continuation)

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The quality of the mail services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	*b	*a	*b	*c	*d
Unweighted total	52	48	-	8	11	17	16
Weighted total	61	56	-	11	12	21	16
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	7	4	-	4	-	3	*
	12%	8%	-%	34%	-%	14%	3%
Quite high	27	25	-	2	5	12	8
	44%	44%	-%	16%	43%	56%	47%
Very high	23	23	-	5	5	5	8
	38%	41%	-%	50%	37%	23%	50%
Don't Know (DO NOT READ OUT)	4	4	-	-	3	2	-
	7%	7%	-%	-%	20%	8%	-%
NET: High	49	47	-	7	10	17	15
	81%	85%	-%	66%	80%	79%	97%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	28	3	4	-	2	4	3	1	4	1	1	3	2	22
Weighted total	36	4	5	-	3	5	7	3	6	*	*	1	1	33
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	2	-	-	-	-	3	-	2	-	-	-	-	6
	16%	35%	-%	-%	-%	-%	34%	-%	27%	-%	-%	-%	-%	17%
Quite high	9	3	*	-	1	1	-	3	-	-	-	-	*	8
	24%	65%	4%	-%	49%	24%	-%	100%	-%	-%	-%	-%	53%	24%
Very high	21	-	5	-	1	4	5	-	4	*	*	1	*	19
	60%	-%	96%	-%	51%	76%	66%	-%	73%	100%	100%	100%	47%	58%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	30	3	5	-	3	5	5	3	4	*	*	1	1	28
	84%	65%	100%	-%	100%	100%	66%	100%	73%	100%	100%	100%	100%	83%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	28	1	6	1	1	12	1	6	25	3	-	-	3	15	13
Weighted total	36	*	9	2	1	13	2	8	35	*	-	-	*	18	18
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	-	2	-	-	2	-	3	6	-	-	-	-	-	6
	16%	-%	17%	-%	-%	13%	-%	31%	16%	-%	-%	-%	-%	-%	33%
Quite high	9	-	4	2	1	1	-	*	8	*	-	-	*	5	3
	24%	-%	47%	100%	100%	10%	-%	2%	24%	34%	-%	-%	34%	29%	19%
Very high	21	*	3	-	-	10	2	6	21	*	-	-	*	13	8
	60%	100%	36%	-%	-%	77%	100%	67%	60%	66%	-%	-%	66%	71%	48%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	30	*	7	2	1	11	2	6	29	*	-	-	*	18	12
	84%	100%	83%	100%	100%	87%	100%	69%	84%	100%	-%	-%	100%	100%	67%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	28	19	-	1	-	17	11	3	14	11	12	6	2	4	2	-	-
Weighted total	36	25	-	*	-	23	12	5	19	12	18	3	4	5	3	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	6	-	-	-	6	-	-	6	-	6	-	-	-	-	-	-
	16%	23%	-%	-%	-%	25%	-%	-%	31%	-%	31%	-%	-%	-%	-%	-%	-%
Quite high	9	6	-	*	-	3	6	2	1	6	3	1	1	1	3	-	-
	24%	25%	-%	100%	-%	13%	45%	36%	8%	45%	16%	20%	34%	27%	92%	-%	-%
Very high	21	13	-	-	-	14	7	3	12	7	10	3	2	3	*	-	-
	60%	52%	-%	-%	-%	62%	55%	64%	62%	55%	53%	80%	66%	73%	8%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	30	19	-	*	-	18	12	5	13	12	13	3	4	5	3	-	-
	84%	77%	-%	100%	-%	75%	100%	100%	69%	100%	69%	100%	100%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 147 (continuation)

Page 1360

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	28	18	4	2	2	1	21	7	18	10	25	3
Weighted total	36	25	4	1	4	*	29	7	22	14	32	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	6	-	-	-	-	4	2	2	4	4	2
	16%	23%	-%	-%	-%	-%	15%	22%	8%	30%	13%	49%
Quite high	9	4	1	-	3	*	8	*	9	-	9	-
	24%	18%	28%	-%	62%	100%	28%	7%	39%	-%	27%	-%
Very high	21	14	3	1	2	-	16	5	12	9	20	2
	60%	59%	72%	100%	38%	-%	57%	71%	54%	70%	61%	51%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	30	19	4	1	4	*	24	5	20	9	28	2
	84%	77%	100%	100%	100%	100%	85%	78%	92%	70%	87%	51%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 147 (continuation)

Page 1361

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	28	9	4	15	23	22	25	26	8	16	15	17	1	9	15	28	9
Weighted total	36	11	7	17	28	28	31	34	9	19	15	21	2	11	19	36	12
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	4	-	2	4	3	4	6	-	3	2	3	-	3	3	6	2
	16%	36%	-	10%	14%	9%	13%	17%	-	17%	11%	16%	-%	23%	13%	16%	13%
Quite high	9	3	*	6	7	9	9	7	1	4	4	4	-	4	2	9	3
	24%	25%	2%	32%	26%	31%	28%	21%	14%	22%	24%	20%	-%	39%	12%	24%	25%
Very high	21	4	7	10	17	16	18	21	8	12	10	13	2	4	14	21	7
	60%	39%	98%	59%	60%	60%	59%	62%	86%	62%	65%	64%	100%	38%	75%	60%	62%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	30	7	7	16	24	25	27	28	9	16	13	17	2	9	17	30	10
	84%	64%	100%	90%	86%	91%	87%	83%	100%	83%	89%	84%	100%	77%	87%	84%	87%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 147 (continuation)

Page 1362

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Significance Level: 95%	28	15	20	4	2	18	28	19	28	24	27	-	16	28	10	10	15	3
Unweighted total	36	21	26	7	1	24	36	23	36	30	34	-	20	36	14	15	16	5
Weighted total																		
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	3	4	3	-	2	6	3	6	4	6	-	4	6	4	4	2	-
	16%	12%	16%	36%	-%	7%	16%	11%	16%	14%	17%	-%	20%	16%	30%	28%	10%	-%
Quite high	9	4	7	-	*	8	9	9	9	9	9	-	2	9	2	4	4	*
	24%	21%	29%	-%	29%	35%	24%	37%	24%	29%	25%	-%	9%	24%	13%	26%	27%	10%
Very high	21	14	14	4	*	14	21	12	21	17	20	-	14	21	8	7	10	4
	60%	67%	55%	64%	71%	59%	60%	53%	60%	58%	58%	-%	71%	60%	57%	46%	63%	90%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	30	18	21	4	1	23	30	21	30	26	28	-	16	30	10	11	15	5
	84%	88%	84%	64%	100%	93%	84%	89%	84%	86%	83%	-%	80%	84%	70%	72%	90%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

Columns Tested: a.b.c - a.b - a.b - a.b - a.b - a.b

The quality of the mail services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		*a	*b	*a	*b	*c	*d
Unweighted total	28	27	-	6	10	5	7
Weighted total	36	33	-	8	13	6	8
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	6	3	-	-	4	-	2
	16%	10%	-%	-%	31%	-%	20%
Quite high	9	9	-	2	3	1	3
	24%	26%	-%	22%	19%	20%	38%
Very high	21	21	-	6	7	5	3
	60%	64%	-%	78%	50%	80%	42%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	30	30	-	8	9	6	6
	84%	90%	-%	100%	69%	100%	80%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

Ofcom; Business Postal Tracker

Table 148

Page 1365

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	25	3	3	4	3	2	2	1	-	2	2	1	20
Weighted total	27	3	2	10	2	3	3	2	-	1	*	*	26
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	14	1	2	7	1	1	*	-	-	*	*	*	14
	52%	46%	91%	75%	87%	47%	7%	12%	-%	53%	51%	100%	52%
Very high	11	2	*	-	*	1	2	3	2	-	*	-	10
	39%	54%	9%	-%	13%	53%	93%	88%	100%	-%	47%	49%	38%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	-	2
	9%	-%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	9%
NET: High	25	3	2	7	2	3	3	2	-	1	*	*	24
	91%	100%	100%	75%	100%	100%	100%	100%	-%	100%	100%	100%	91%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Ofcom; Business Postal Tracker

Table 148 (continuation)

Page 1366

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	-	8	-	-	11	1	5	15	5	4	1	10	12	13
Weighted total	27	-	3	-	-	14	2	8	26	1	1	*	2	17	11
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	14	-	1	-	-	8	2	3	13	1	*	*	1	11	3
	52%	-%	34%	-%	-%	57%	100%	35%	51%	69%	67%	100%	71%	65%	32%
Very high	11	-	2	-	-	6	-	3	10	*	*	-	*	3	7
	39%	-%	66%	-%	-%	43%	-%	33%	39%	31%	33%	-%	29%	20%	68%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	9%	-%	-%	-%	-%	-%	-%	32%	10%	-%	-%	-%	-%	15%	-%
NET: High	25	-	3	-	-	14	2	5	23	1	1	*	2	14	11
	91%	-%	100%	-%	-%	100%	100%	68%	90%	100%	100%	100%	100%	85%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 148 (continuation)

Page 1367

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	9	1	2	1	10	15	1	9	15	10	5	3	3	1	3	-
Weighted total	27	14	*	3	*	14	14	2	11	14	12	6	4	4	*	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	14	7	*	3	*	7	8	-	7	8	4	4	4	2	*	1	-
	52%	51%	100%	100%	100%	50%	55%	-%	60%	55%	32%	69%	100%	37%	100%	100%	-%
Very high	11	4	-	-	-	4	6	-	4	6	6	2	-	3	-	-	-
	39%	31%	-%	-%	-%	33%	45%	-%	40%	45%	49%	31%	-%	63%	-%	-%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	9%	18%	-%	-%	-%	18%	-%	100%	-%	-%	20%	-%	-%	-%	-%	-%	-%
NET: High	25	11	*	3	*	11	14	-	11	14	10	6	4	4	*	1	-
	91%	82%	100%	100%	100%	82%	100%	-%	100%	100%	80%	100%	100%	100%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 148 (continuation)

Page 1368

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	25	11	2	2	5	5	14	11	7	18	-	24	1
Weighted total	27	14	2	2	4	5	18	10	13	15	-	27	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	14	9	2	-	2	1	11	3	8	6	-	14	-
	52%	65%	88%	-%	44%	29%	64%	33%	62%	44%	-%	53%	-%
Very high	11	3	*	2	3	4	4	7	2	8	-	10	*
	39%	17%	12%	100%	56%	71%	23%	67%	19%	56%	-%	38%	100%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	-	2	-	2	-	-	2	-
	9%	17%	-%	-%	-%	-%	14%	-%	19%	-%	-%	9%	-%
NET: High	25	12	2	2	4	5	15	10	10	15	-	25	*
	91%	83%	100%	100%	100%	100%	86%	100%	81%	100%	-%	91%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	25	10	4	11	19	19	22	24	9	16	16	20	-	5	20	21	7
Weighted total	27	11	3	13	19	19	22	25	6	18	16	23	-	4	24	21	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	14	7	*	7	11	13	13	12	3	10	8	13	-	2	14	13	2
	52%	59%	6%	57%	60%	65%	59%	48%	56%	57%	50%	54%	-%	42%	58%	63%	41%
Very high	11	2	3	6	5	4	7	11	3	8	8	11	-	-	10	5	3
	39%	19%	94%	43%	27%	23%	30%	42%	44%	43%	50%	46%	-%	-%	42%	25%	59%
Don't Know (DO NOT READ OUT)	2	2	-	-	2	2	2	2	-	-	-	-	-	2	-	2	-
	9%	21%	-%	-%	13%	13%	11%	10%	-%	-%	-%	-%	-%	58%	-%	12%	-%
NET: High	25	9	3	13	16	17	20	22	6	18	16	23	-	2	24	18	5
	91%	79%	100%	100%	87%	87%	89%	90%	100%	100%	100%	100%	-%	42%	100%	88%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 148 (continuation)

Page 1370

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	25	18	14	3	2	20	25	23	25	23	24	-	16	25	13	8	15	2
Weighted total	27	18	11	3	4	22	27	26	27	26	27	-	22	27	17	10	17	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	14	11	8	1	-	13	14	14	14	13	14	-	11	14	10	3	10	1
	52%	61%	73%	45%	-%	60%	52%	56%	52%	51%	53%	-%	51%	52%	57%	35%	61%	100%
Very high	11	5	3	2	1	9	11	9	11	10	10	-	8	11	5	6	4	-
	39%	25%	27%	55%	37%	40%	39%	34%	39%	40%	38%	-%	38%	39%	29%	65%	25%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	2	-	2	2	2	2	2	-	2	2	2	-	2	-
	9%	13%	-%	-%	63%	-%	9%	10%	9%	10%	9%	-%	11%	9%	14%	-%	14%	-%
NET: High	25	16	11	3	1	22	25	23	25	23	25	-	19	25	15	10	15	1
	91%	87%	100%	100%	37%	100%	91%	90%	91%	90%	91%	-%	89%	91%	86%	100%	86%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	25	5	6	14	16	9	24	1	17	3	7	17	6	19
Weighted total	27	5	6	16	18	9	27	*	17	3	6	21	5	22
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	14	*	5	9	10	4	14	*	9	1	4	10	2	12
	52%	4%	74%	58%	54%	48%	52%	100%	50%	47%	69%	49%	43%	55%
Very high	11	5	2	4	6	5	11	-	9	2	2	8	3	7
	39%	96%	26%	27%	32%	52%	39%	-%	50%	53%	31%	40%	57%	34%
Don't Know (DO NOT READ OUT)	2	-	-	2	2	-	2	-	-	-	-	2	-	2
	9%	-%	-%	15%	13%	-%	9%	-%	-%	-%	-%	12%	-%	11%
NET: High	25	5	6	14	16	9	25	*	17	3	6	19	5	19
	91%	100%	100%	85%	87%	100%	91%	100%	100%	100%	100%	88%	100%	89%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 148 (continuation)

Page 1372

The quality of the mail services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ
OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
25	23	-	6	4	4	11
27	23	-	8	6	2	12
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
14	13	-	5	2	2	6
52%	55%	-%	69%	27%	79%	49%
11	11	-	-	4	*	6
39%	45%	-%	-%	73%	21%	51%
2	-	-	2	-	-	-
9%	-%	-%	31%	-%	-%	-%
25	23	-	5	6	2	12
91%	100%	-%	69%	100%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

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Table 149

Page 1373

The quality of the mail services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	14	-	3	-	-	1	1	2	2	1	1	2	1	10
	9	-	3	-	-	1	*	*	1	1	*	1	*	7
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	14%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	18%
	1	-	*	-	-	-	*	-	-	-	*	*	-	*
	13%	-%	7%	-%	-%	-%	100%	-%	-%	-%	100%	50%	-%	5%
	5	-	3	-	-	-	-	*	-	1	-	-	*	4
	52%	-%	93%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	58%
	2	-	-	-	-	-	-	-	1	-	-	*	-	1
	19%	-%	-%	-%	-%	-%	-%	-%	89%	-%	-%	50%	-%	17%
*	-	-	-	-	-	-	-	*	-	-	-	-	*	
2%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	2%	
6	-	3	-	-	-	-	*	1	1	-	*	*	5	
71%	-%	93%	-%	-%	-%	-%	100%	89%	100%	-%	50%	100%	75%	
1	-	-	-	-	1	-	-	-	-	-	-	-	1	
14%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	18%	

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

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Table 149 (continuation)

Page 1374

The quality of the mail services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	14	-	1	1	-	5	-	5	9	4	1	-	5	8	6
Weighted total	9	-	*	*	-	3	-	2	8	1	*	-	1	7	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	14%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	18%	-%
Neither low nor high	1	-	-	-	-	*	-	1	1	*	*	-	*	*	1
	13%	-%	-%	-%	-%	13%	-%	33%	10%	24%	100%	-%	37%	6%	42%
Quite high	5	-	*	-	-	1	-	2	4	*	-	-	*	4	1
	52%	-%	100%	-%	-%	44%	-%	67%	53%	56%	-%	-%	46%	57%	35%
Very high	2	-	-	*	-	1	-	-	2	-	-	-	-	1	*
	19%	-%	-%	100%	-%	38%	-%	-%	21%	-%	-%	-%	-%	17%	23%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	2%	-%	-%	-%	-%	5%	-%	-%	-%	21%	-%	-%	17%	2%	-%
NET: High	6	-	*	*	-	3	-	2	6	*	-	-	*	5	1
	71%	-%	100%	100%	-%	83%	-%	67%	74%	56%	-%	-%	46%	74%	58%
NET: Low	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	14%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	18%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 149 (continuation)

Page 1375

The quality of the mail services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	14	7	1	2	1	5	9	2	3	9	7	2	2	-	1	2	-	
Weighted total	9	5	*	1	*	4	4	2	3	4	5	2	1	-	*	*	-	
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Quite low	1	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	
	14%	-%	-%	-%	-%	-%	29%	-%	-%	29%	-%	-%	88%	-%	-%	-%	-%	
Neither low nor high	1	*	*	*	-	-	1	-	-	1	*	*	*	-	-	*	-	
	13%	4%	100%	12%	-%	-%	26%	-%	-%	26%	8%	24%	13%	-%	-%	51%	-%	
Quite high	5	3	-	1	-	3	2	1	2	2	3	1	-	-	*	-	-	
	52%	64%	-%	88%	-%	63%	42%	75%	55%	42%	61%	76%	-%	-%	100%	-%	-%	
Very high	2	2	-	-	-	2	-	*	1	-	2	-	-	-	-	-	-	
	19%	33%	-%	-%	-%	37%	-%	25%	45%	-%	31%	-%	-%	-%	-%	-%	-%	
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-	
	2%	-%	-%	-%	100%	-%	4%	-%	-%	4%	-%	-%	-%	-%	-%	49%	-%	
NET: High	6	5	-	1	-	4	2	2	3	2	5	1	-	-	*	-	-	
	71%	96%	-%	88%	-%	100%	42%	100%	100%	42%	92%	76%	-%	-%	100%	-%	-%	
NET: Low	1	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	
	14%	-%	-%	-%	-%	-%	29%	-%	-%	29%	-%	-%	88%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 149 (continuation)

Page 1376

The quality of the mail services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	14											
Weighted total	9											
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	-	-	-	-	-	1	-	1	-	1	-
	14%	-%	-%	-%	100%	-%	24%	-%	23%	-%	14%	-%
Neither low nor high	1	*	-	-	-	1	*	*	1	-	1	-
	13%	14%	47%	-%	-%	20%	8%	11%	14%	-%	13%	-%
Quite high	5	3	*	1	-	2	3	3	2	-	5	-
	52%	54%	53%	100%	-%	46%	57%	85%	33%	-%	52%	-%
Very high	2	2	-	-	-	1	*	-	2	-	2	-
	19%	32%	-%	-%	-%	34%	8%	-%	30%	-%	19%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	*	-	-	*	-
	2%	-%	-%	-%	100%	-%	3%	5%	-%	-%	2%	-%
NET: High	6	4	*	1	-	3	3	3	4	-	6	-
	71%	86%	53%	100%	-%	80%	65%	85%	63%	-%	71%	-%
NET: Low	1	-	-	-	1	-	1	-	1	-	1	-
	14%	-%	-%	-%	100%	-%	24%	-%	23%	-%	14%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The quality of the mail services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	14	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Weighted total	9	7	2	5	13	12	13	14	6	6	11	9	-	5	11	14	2
Very low	-	5	*	4	9	7	9	9	3	5	7	6	-	3	7	9	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	-
Quite low	14%	-	-	37%	15%	18%	15%	14%	-	27%	18%	23%	-	-	18%	14%	-
	1	*	*	1	1	1	1	1	1	*	1	1	-	*	1	1	-
Neither low nor high	13%	4%	50%	23%	14%	16%	14%	13%	23%	8%	14%	18%	-	5%	8%	13%	-
	5	3	*	1	4	3	4	5	1	3	3	3	-	2	3	5	2
Quite high	52%	64%	50%	36%	50%	41%	50%	52%	55%	65%	44%	56%	-	46%	48%	52%	100%
	2	2	-	-	2	2	2	2	*	-	2	-	-	2	2	2	-
Very high	19%	33%	-	-	20%	23%	20%	19%	16%	-	23%	-	-	49%	23%	19%	-
	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
Don't Know (DO NOT READ OUT)	2%	-	-	5%	2%	2%	2%	2%	6%	-	2%	3%	-	-	2%	2%	-
	6	5	*	1	6	5	6	6	2	3	5	3	-	3	5	6	2
NET: High	71%	96%	50%	36%	69%	64%	69%	71%	71%	65%	66%	56%	-	95%	71%	71%	100%
	1	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	-
NET: Low	14%	-	-	37%	15%	18%	15%	14%	-	27%	18%	23%	-	-	18%	14%	-

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 149 (continuation)

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The quality of the mail services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		^a	^b	^a	^b	^c	^a	^b	^c	^d	^e	^f	^a	^b	^c	^a	^b	^c
Unweighted total	14	13	9	2	-	11	14	14	14	14	14	-	12	14	2	4	9	1
Weighted total	9	9	5	1	-	8	9	9	9	9	9	-	8	9	1	2	7	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	14%	15%	24%	-%	-%	16%	14%	14%	14%	14%	14%	-%	15%	14%	-%	-%	20%	-%
Neither low nor high	1	1	1	1	-	1	1	1	1	1	1	-	1	1	-	*	*	*
	13%	14%	14%	100%	-%	7%	13%	13%	13%	13%	13%	-%	9%	13%	-%	21%	5%	100%
Quite high	5	4	3	-	-	4	5	5	5	5	5	-	5	5	1	1	3	-
	52%	50%	59%	-%	-%	54%	52%	52%	52%	52%	52%	-%	56%	52%	100%	71%	50%	-%
Very high	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	19%	20%	-%	-%	-%	21%	19%	19%	19%	19%	19%	-%	20%	19%	-%	-%	25%	-%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	*	-	-
	2%	2%	3%	-%	-%	2%	2%	2%	2%	2%	2%	-%	-%	2%	-%	8%	-%	-%
NET: High	6	6	3	-	-	6	6	6	6	6	6	-	6	6	1	1	5	-
	71%	69%	59%	-%	-%	75%	71%	71%	71%	71%	71%	-%	76%	71%	100%	71%	75%	-%
NET: Low	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	14%	15%	24%	-%	-%	16%	14%	14%	14%	14%	14%	-%	15%	14%	-%	-%	20%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	14	5	2	7	11	3	14	-	8	2	3	11	4	10
Weighted total	9	4	1	4	7	2	9	-	6	*	3	6	3	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	14%	35%	-%	-%	18%	-%	14%	-%	21%	-%	-%	21%	45%	-%
Neither low nor high	1	1	-	1	1	-	1	-	1	*	*	1	*	1
	13%	16%	-%	14%	16%	-%	13%	-%	9%	41%	7%	16%	12%	13%
Quite high	5	2	1	2	4	*	5	-	3	*	3	2	1	3
	52%	48%	89%	43%	61%	16%	52%	-%	47%	59%	93%	34%	43%	57%
Very high	2	-	-	2	*	1	2	-	1	-	-	2	-	2
	19%	-%	-%	42%	6%	75%	19%	-%	20%	-%	-%	27%	-%	27%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	2%	-%	11%	-%	-%	10%	2%	-%	3%	-%	-%	3%	-%	3%
NET: High	6	2	1	3	5	2	6	-	4	*	3	4	1	5
	71%	48%	89%	86%	66%	90%	71%	-%	68%	59%	93%	61%	43%	84%
NET: Low	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	14%	35%	-%	-%	18%	-%	14%	-%	21%	-%	-%	21%	45%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 149 (continuation)

Page 1380

The quality of the mail services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	14	12	1	7	2	5
Weighted total	9	8	1	7	1	1
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	1	-	1	1	-	-
	14%	-%	100%	18%	-%	-%
Neither low nor high	1	1	-	*	*	1
	13%	15%	-%	3%	60%	44%
Quite high	5	5	-	4	*	*
	52%	62%	-%	61%	40%	13%
Very high	2	2	-	1	-	*
	19%	22%	-%	18%	-%	31%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*
	2%	-%	-%	-%	-%	12%
NET: High	6	6	-	6	*	1
	71%	85%	-%	79%	40%	44%
NET: Low	1	-	1	1	-	-
	14%	-%	100%	18%	-%	-%

Columns Tested: a,b - a,b,c

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	-	1	1	2	1	1	1	-	-	-	1	4	7
Weighted total	9	-	2	*	*	1	3	*	-	-	-	*	2	7
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	1	-	*	-	-	-	-	-	1
	17%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	22%
Quite high	4	-	-	-	*	-	3	-	-	-	-	*	*	3
	46%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	27%	51%
Very high	3	-	2	*	-	-	-	-	-	-	-	-	1	2
	37%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	-%	73%	27%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	-	2	*	*	-	3	-	-	-	-	*	2	5
	83%	-%	100%	100%	100%	-%	100%	-%	-%	-%	-%	100%	100%	78%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Ofcom; Business Postal Tracker

Table 150 (continuation)

Page 1382

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	12	-	-	-	-	1	3	8	7	5	-	-	5	9	3
Weighted total	9	-	-	-	-	2	1	6	8	1	-	-	1	6	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	*	1	1	*	-	-	*	1	-
	17%	-%	-%	-%	-%	-%	36%	20%	16%	23%	-%	-%	23%	23%	-%
Quite high	4	-	-	-	-	-	*	4	4	*	-	-	*	3	1
	46%	-%	-%	-%	-%	-%	31%	60%	45%	56%	-%	-%	56%	53%	28%
Very high	3	-	-	-	-	2	*	1	3	*	-	-	*	1	2
	37%	-%	-%	-%	-%	100%	33%	20%	38%	21%	-%	-%	21%	24%	72%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	-	-	-	-	2	*	5	6	1	-	-	1	5	2
	83%	-%	-%	-%	-%	100%	64%	80%	84%	77%	-%	-%	77%	77%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 150 (continuation)

Page 1383

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	1	-	1	-	3	9	-	3	9	2	-	1	3	4	2	-
Weighted total	9	*	-	*	-	3	5	-	3	5	2	-	*	2	4	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	*	-	-	-	1	*	-	1	*	-	-	-	1	*	-	-
	17%	100%	-%	-%	-%	38%	4%	-%	38%	4%	-%	-%	-%	68%	5%	-%	-%
Quite high	4	-	-	*	-	-	4	-	-	4	-	-	*	-	4	*	-
	46%	-%	-%	100%	-%	-%	76%	-%	-%	76%	-%	-%	100%	-%	95%	19%	-%
Very high	3	-	-	-	-	2	1	-	2	1	2	-	-	1	-	*	-
	37%	-%	-%	-%	-%	62%	20%	-%	62%	20%	100%	-%	-%	32%	-%	81%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	-	-	*	-	2	5	-	2	5	2	-	*	1	4	1	-
	83%	-%	-%	100%	-%	62%	96%	-%	62%	96%	100%	-%	100%	32%	95%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 150 (continuation)

Page 1384

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	12	4	3	1	1	-	8	4	6	6	-	12	-
Weighted total	9	2	4	*	*	-	7	2	5	3	-	9	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	*	-	-	-	-	*	1	1	-	-	1	-
	17%	7%	-%	-%	-%	-%	3%	63%	27%	-%	-%	17%	-%
Quite high	4	*	3	-	*	-	4	*	4	*	-	4	-
	46%	7%	88%	-%	100%	-%	58%	8%	73%	5%	-%	46%	-%
Very high	3	2	*	*	-	-	3	1	-	3	-	3	-
	37%	86%	12%	100%	-%	-%	39%	29%	-%	95%	-%	37%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	2	4	*	*	-	6	1	4	3	-	7	-
	83%	93%	100%	100%	100%	-%	97%	37%	73%	100%	-%	83%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 150 (continuation)

Page 1385

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	12	2	1	9	12	12	12	8	4	-	10	4	-	5	3	12	2
Weighted total	9	2	*	6	9	9	9	6	4	-	8	4	-	3	2	9	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	1	1	1	1	*	-	-	1	-	-	*	-	1	-
	17%	-%	-%	23%	17%	17%	17%	3%	-%	-%	19%	-%	-%	7%	-%	17%	-%
Quite high	4	-	*	4	4	4	4	3	3	-	4	3	-	*	*	4	*
	46%	-%	100%	61%	46%	46%	46%	54%	95%	-%	51%	85%	-%	11%	21%	46%	50%
Very high	3	2	-	1	3	3	3	3	*	-	2	1	-	2	2	3	*
	37%	100%	-%	16%	37%	37%	37%	43%	5%	-%	30%	15%	-%	82%	79%	37%	50%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	2	*	5	7	7	7	6	4	-	6	4	-	2	2	7	1
	83%	100%	100%	77%	83%	83%	83%	97%	100%	-%	81%	100%	-%	93%	100%	83%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 150 (continuation)

Page 1386

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	12	10	8	1	-	11	12	12	12	11	12	-	8	12	2	1	10	1
Weighted total	9	6	8	*	-	8	9	9	9	8	9	-	7	9	1	*	8	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	17%	22%	17%	-%	-%	17%	17%	17%	17%	18%	17%	-%	18%	17%	-%	-%	18%	-%
Quite high	4	4	3	*	-	4	4	4	4	4	4	-	4	4	*	*	4	-
	46%	61%	44%	100%	-%	46%	46%	46%	46%	49%	46%	-%	56%	46%	50%	100%	46%	-%
Very high	3	1	3	-	-	3	3	3	3	3	3	-	2	3	*	-	3	*
	37%	16%	39%	-%	-%	37%	37%	37%	37%	33%	37%	-%	26%	37%	50%	-%	36%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	5	6	*	-	7	7	7	7	7	7	-	6	7	1	*	7	*
	83%	78%	83%	100%	-%	83%	83%	83%	82%	83%	83%	-%	82%	83%	100%	100%	82%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 150 (continuation)

Page 1387

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	12	1	-	10	11	1	11	1	8	1	3	9	1	11
Weighted total	9	*	-	8	8	*	8	*	5	*	1	8	*	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	1	1	-	1	-	*	-	*	1	*	1
	17%	-%	-%	18%	18%	-%	17%	-%	3%	-%	35%	16%	100%	15%
Quite high	4	*	-	3	3	*	4	*	4	-	*	4	-	4
	46%	100%	-%	42%	43%	100%	45%	100%	72%	-%	33%	47%	-%	48%
Very high	3	-	-	3	3	-	3	-	1	*	*	3	-	3
	37%	-%	-%	40%	39%	-%	37%	-%	25%	100%	32%	37%	-%	37%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	7	*	-	6	7	*	7	*	5	*	*	7	-	7
	83%	100%	-%	82%	82%	100%	83%	100%	97%	100%	65%	84%	-%	85%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
12	11	-	1	-	5	6
9	7	-	*	-	4	4
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
1	*	-	-	-	-	1
17%	3%	-%	-%	-%	-%	34%
4	4	-	*	-	3	1
46%	55%	-%	100%	-%	76%	15%
3	3	-	-	-	1	2
37%	43%	-%	-%	-%	24%	50%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
7	7	-	*	-	4	3
83%	97%	-%	100%	-%	100%	66%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	5	-	-	1	-	1	-	1	-	-	-	1	1	3
Weighted total	4	-	-	*	-	*	-	3	-	-	-	*	*	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	-	-	*	-	*	-	-	-	-	-	*	-	1
	22%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	100%	-%	15%
Very high	3	-	-	-	-	-	-	3	-	-	-	-	*	3
	78%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	100%	85%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	-	-	*	-	*	-	3	-	-	-	*	*	4
	100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 151 (continuation)

Page 1390

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	-	4	-	1	-	3	2	-	-	2	2	3
Weighted total	4	-	-	4	-	*	-	4	1	-	-	1	1	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	-	-	1	-	-	-	*	1	-	-	1	1	*
	22%	-%	-%	24%	-%	-%	-%	12%	100%	-%	-%	100%	100%	12%
Very high	3	-	-	3	-	*	-	3	-	-	-	-	-	3
	78%	-%	-%	76%	-%	100%	-%	88%	-%	-%	-%	-%	-%	88%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	-	-	4	-	*	-	4	1	-	-	1	1	4
	100%	-%	-%	100%	-%	100%	-%	100%	100%	-%	-%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 151 (continuation)

Page 1391

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	5	1	1	-	-	3	2	-	3	2	-	2	-	2	1	-	-
Weighted total	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	-	*	-	-	1	*	-	1	*	-	1	-	-	*	-	-
	22%	-%	100%	-%	-%	15%	53%	-%	15%	53%	-%	100%	-%	-%	100%	-%	-%
Very high	3	3	-	-	-	3	*	-	3	*	-	-	-	3	-	-	-
	78%	100%	-%	-%	-%	85%	47%	-%	85%	47%	-%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
	100%	100%	100%	-%	-%	100%	100%	-%	100%	100%	-%	100%	-%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 151 (continuation)

Page 1392

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	5	2	-	-	-	-	5	-	5	-	1	4
Weighted total	4	1	-	-	-	-	4	-	4	-	3	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	1	-	-	-	-	1	-	1	-	-	1
	22%	100%	-%	-%	-%	-%	22%	-%	22%	-%	-%	70%
Very high	3	-	-	-	-	-	3	-	3	-	3	*
	78%	-%	-%	-%	-%	-%	78%	-%	78%	-%	100%	30%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	1	-	-	-	-	4	-	4	-	3	1
	100%	100%	-%	-%	-%	-%	100%	-%	100%	-%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 151 (continuation)

Page 1393

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	1	2	5	3	5	1	2	1	4	1	-	1	1	4	-
Weighted total	4	3	*	1	4	4	4	*	1	*	1	*	-	*	*	4	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	*	*	*	1	*	1	*	*	*	1	*	-	*	*	1	-
	22%	13%	100%	46%	22%	5%	22%	100%	53%	100%	70%	100%	-%	100%	100%	19%	-%
Very high	3	3	-	*	3	3	3	-	*	-	*	-	-	-	-	3	-
	78%	87%	-%	54%	78%	95%	78%	-%	47%	-%	30%	-%	-%	-%	-%	81%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	3	*	1	4	4	4	*	1	*	1	*	-	*	*	4	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 151 (continuation)

Page 1394

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Significance Level: 95%	5	1	-	-	-	1	5	5	5	4	5	-	3	5	-	2	3	-
Unweighted total	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
Weighted total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very low	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	-	-	-	-	-	1	1	1	1	1	-	1	1	-	*	1	-
	22%	-%	-%	-%	-%	-%	22%	22%	22%	24%	22%	-%	17%	22%	-%	53%	15%	-%
Very high	3	3	-	-	-	3	3	3	3	3	3	-	3	3	-	*	3	-
	78%	100%	-%	-%	-%	100%	78%	78%	78%	76%	78%	-%	83%	78%	-%	47%	85%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
	100%	100%	-%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 151 (continuation)

Page 1395

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	1	1	3	3	2	5	-	1	-	-	1	-	5
Weighted total	4	*	*	4	4	1	4	-	3	-	-	3	-	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	1	-	*	1	1	*	1	-	-	-	-	-	-	1
	22%	-%	100%	15%	17%	46%	22%	-%	-%	-%	-%	-%	-%	22%
Very high	3	*	-	3	3	*	3	-	3	-	-	3	-	3
	78%	100%	-%	85%	83%	54%	78%	-%	100%	-%	-%	100%	-%	78%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	*	*	4	4	1	4	-	3	-	-	3	-	4
	100%	100%	100%	100%	100%	100%	100%	-%	100%	-%	-%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 151 (continuation)

Page 1396

The quality of the mail services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c	*d
Unweighted total	5	5	-	2	-	2	1
Weighted total	4	4	-	1	-	3	*
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite high	1	1	-	1	-	-	*
	22%	22%	-%	100%	-%	-%	100%
Very high	3	3	-	-	-	3	-
	78%	78%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	4	4	-	1	-	3	*
	100%	100%	-%	100%	-%	100%	100%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

Ofcom; Business Postal Tracker

Table 152

Page 1397

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	2	-	-	-	-	-	-	-	1	1	-	-	-	2
Weighted total	2	-	-	-	-	-	-	-	2	*	-	-	-	2
Very low	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	90%
Quite low	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	10%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	2	-	-	-	-	-	-	-	2	*	-	-	-	2
	100%	-%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	100%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 152 (continuation)

Page 1398

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	-	1	-	-	-	-	1	1	1	-	-	1	1	1
Weighted total	-	*	-	-	-	-	2	2	*	-	-	*	*	2
Very low	-	-	-	-	-	-	2	2	-	-	-	-	-	2
90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%
*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
Quite low	-	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%
10%	-%	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither low nor high	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	-	*	-	-	-	-	2	2	*	-	-	*	*	2
100%	-%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%	100%	100%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	2	-	-	-	-	1	1	-	1	1	1	-	1	-	-	-	-
Weighted total	2	-	-	-	-	2	*	-	2	*	2	-	*	-	-	-	-
Very low	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	10%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	2	-	-	-	-	2	*	-	2	*	2	-	*	-	-	-	-
	100%	-%	-%	-%	-%	100%	100%	-%	100%	100%	100%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 152 (continuation)

Page 1400

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	2	1	-	-	-	1	1	-	2	-	2	-
Weighted total	2	2	-	-	-	2	*	-	2	-	2	-
Very low	2	2	-	-	-	2	-	-	2	-	2	-
	90%	100%	-%	-%	-%	100%	-%	-%	90%	-%	90%	-%
Quite low	*	-	-	-	-	-	*	-	*	-	*	-
	10%	-%	-%	-%	-%	-%	100%	-%	10%	-%	10%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	2	2	-	-	-	2	*	-	2	-	2	-
	100%	100%	-%	-%	-%	100%	100%	-%	100%	-%	100%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 152 (continuation)

Page 1401

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	2	-	-	1	1	1	-	1	1	2	-	-	1	1	-
Weighted total	2	-	2	-	-	*	*	*	-	*	*	2	-	-	*	*	-
Very low	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	90%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	10%	-%	10%	-%	-%	100%	100%	100%	-%	100%	100%	10%	-%	-%	100%	100%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	2	-	2	-	-	*	*	*	-	*	*	2	-	-	*	*	-
	100%	-%	100%	-%	-%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%	100%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 152 (continuation)

Page 1402

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	2	1	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Weighted total	2	*	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Very low	2	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	90%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	90%	90%	-%	90%	-%	-%
Quite low	*	-	*	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	10%	-%	100%	-%	10%	10%	10%	10%	10%	10%	-%	10%	10%	-%	10%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	2	-	*	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 152 (continuation)

Page 1403

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	1	-	2	-	2	-	1	-	-	2	-	2
Weighted total	2	2	-	2	-	2	-	2	-	-	2	-	2
Very low	-	2	-	2	-	2	-	2	-	-	2	-	2
90%	-%	100%	-%	90%	-%	90%	-%	100%	-%	-%	90%	-%	90%
Quite low	*	-	-	*	-	*	-	-	-	-	*	-	*
10%	100%	-%	-%	10%	-%	10%	-%	-%	-%	-%	10%	-%	10%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Low	*	2	-	2	-	2	-	2	-	-	2	-	2
100%	100%	100%	-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	2
Weighted total	2	2	-	-	-	2
Very low	2	2	-	-	-	2
	90%	90%	-%	-%	-%	90%
Quite low	+	+	-	-	-	+
	10%	10%	-%	-%	-%	10%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: Low	2	2	-	-	-	2
	100%	100%	-%	-%	-%	100%

Columns Tested: a,b - a,b,c

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Table 153 Page 1405

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	3	-	-	-	1	1	-	-	1	-	-	-	-	3
	2	-	-	-	*	*	-	-	1	-	-	-	-	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	11%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	11%
	1	-	-	-	*	-	-	-	1	-	-	-	-	1
	89%	-%	-%	-%	100%	-%	-%	-%	100%	-%	-%	-%	-%	89%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
2	-	-	-	*	*	-	-	1	-	-	-	-	2	
100%	-%	-%	-%	100%	100%	-%	-%	100%	-%	-%	-%	-%	100%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	3	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	2	-	1	-	-	1	-	1	1	-	2	-	2	2	1
Very low	-	-	*	-	-	1	-	*	1	-	*	-	*	1	*
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quite low	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither low nor high	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quite high	11%	-	*	-	-%	-%	-%	-%	-%	-%	44%	-%	44%	-%	100%
	*	-	-	-	-	-	-	-	-	-	*	-	*	-	*
Very high	1	-	-	-	-	1	-	*	1	-	*	-	*	1	-
	89%	-%	-%	-%	-%	100%	-%	100%	100%	-%	56%	-%	56%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	*	-	-	1	-	*	1	-	*	-	*	1	*
	100%	-%	100%	-%	-%	100%	-%	100%	100%	-%	100%	-%	100%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 153 (continuation)

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The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	3	1	-	-	1	2	1	-	2	1	1	-	1	-	-	1	-
Weighted total	2	1	-	-	*	1	*	-	1	*	1	-	*	-	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	11%	-%	-%	-%	100%	12%	-%	-%	12%	-%	-%	-%	100%	-%	-%	-%	-%
Very high	1	1	-	-	-	1	*	-	1	*	1	-	-	-	-	*	-
	89%	100%	-%	-%	-%	88%	100%	-%	88%	100%	100%	-%	-%	-%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	1	-	-	*	1	*	-	1	*	1	-	*	-	-	*	-
	100%	100%	-%	-%	100%	100%	100%	-%	100%	100%	100%	-%	100%	-%	-%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 153 (continuation)

Page 1408

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	3	-	-	-	-	3	-	1	2	-	3	-
Weighted total	2	-	-	-	-	2	-	*	1	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	*	-	-	*	-	*	-
	11%	11%	-%	-%	-%	11%	-%	-%	12%	-%	11%	-%
Very high	1	1	-	-	-	1	-	*	1	-	1	-
	89%	89%	-%	-%	-%	89%	-%	100%	88%	-%	89%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	-	-	2	-	*	1	-	2	-
	100%	100%	-%	-%	-%	100%	-%	100%	100%	-%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	2	-	1	3	3	3	3	1	-	2	1	-	2	2	3	-
Weighted total	2	1	-	*	2	2	2	2	*	-	1	*	-	1	1	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	*	*	*	*	*	-	*	*	-	-	*	-	*	-
	11%	12%	-%	-%	11%	11%	11%	11%	-%	-%	12%	-%	-%	12%	-%	11%	-%
Very high	1	1	-	*	1	1	1	1	*	-	1	*	-	1	1	1	-
	89%	88%	-%	100%	89%	89%	89%	89%	100%	-%	88%	100%	-%	88%	100%	89%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	1	-	*	2	2	2	2	*	-	1	*	-	1	1	2	-
	100%	100%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 153 (continuation)

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The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	3	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Weighted total	2	2	*	-	-	2	3	3	3	3	3	-	2	2	1	1	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	11%	11%	100%	-%	-%	11%	11%	11%	11%	11%	11%	-%	-%	-%	-%	-%	12%	-%
Very high	1	1	-	-	-	1	1	1	1	1	1	-	1	1	*	*	1	-
	89%	89%	-%	-%	-%	89%	89%	89%	89%	89%	89%	-%	100%	100%	100%	100%	88%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	*	-	-	2	2	2	2	2	2	-	1	1	*	*	1	-
	100%	100%	100%	-%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	-	-	3	2	1	3	-	1	1	2	1	-	3
Weighted total	2	-	-	2	*	1	2	-	1	*	*	1	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	11%	-%	-%	11%	44%	-%	11%	-%	-%	100%	44%	-%	-%	11%
Very high	1	-	-	1	*	1	1	-	1	-	*	1	-	1
	89%	-%	-%	89%	56%	100%	89%	-%	100%	-%	56%	100%	-%	89%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	2	*	1	2	-	1	*	*	1	-	2
	100%	-%	-%	100%	100%	100%	100%	-%	100%	100%	100%	100%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 153 (continuation)

Page 1412

The quality of the mail services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	3	3	-	1	1	1
Weighted total	2	2	-	1	*	*
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	-	*
	11%	11%	-%	-%	-%	100%
Very high	1	1	-	1	*	-
	89%	89%	-%	100%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	1	*	*
	100%	100%	-%	100%	100%	100%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

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Table 154

Page 1413

The quality of the mail services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	70	3	5	4	3	4	7	6	6	5	6	11	10	43
Weighted total	68	2	6	8	1	5	16	10	6	7	1	4	2	61
Very low	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
Quite low	*	-	-	-	-	-	-	-	-	-	*	-	-	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	-%
Neither low nor high	5	-	-	-	-	-	5	-	-	-	-	-	-	5
	7%	-%	-%	-%	-%	-%	32%	-%	-%	-%	-%	-%	-%	8%
Quite high	26	2	5	-	*	1	2	8	1	4	*	2	*	24
	38%	82%	75%	-%	66%	26%	16%	74%	20%	60%	8%	60%	5%	39%
Very high	34	*	2	5	*	4	8	3	5	3	1	1	2	30
	50%	8%	25%	67%	34%	74%	53%	26%	78%	40%	82%	40%	95%	49%
Don't Know (DO NOT READ OUT)	3	-	-	3	-	-	-	-	*	-	-	-	-	3
	4%	-%	-%	33%	-%	-%	-%	-%	3%	-%	-%	-%	-%	4%
NET: High	60	2	6	5	1	5	11	10	6	7	1	4	2	53
	88%	90%	100%	67%	100%	100%	68%	100%	97%	100%	90%	100%	100%	87%
NET: Low	*	*	-	-	-	-	-	-	-	-	*	-	-	*
	%	10%	-%	-%	-%	-%	-%	-%	-%	-%	10%	-%	-%	%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Ofcom; Business Postal Tracker

Table 154 (continuation)

Page 1414

The quality of the mail services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	a	b
Unweighted total	70	2	18	2	2	25	1	19	45	19	6	-	25	36	34
Weighted total	68	3	21	2	4	21	*	17	64	3	1	-	4	31	37
Very low	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	7%	-%	-%	5%	1%	-%
Quite low	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	5%	-%	-%	3%	*%	-%
Neither low nor high	5	-	5	-	-	-	-	-	5	-	-	-	-	2	3
	7%	-%	23%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	8%	7%
Quite high	26	1	4	2	1	11	-	6	25	1	*	-	1	11	15
	38%	45%	16%	100%	34%	55%	-%	36%	39%	32%	22%	-%	29%	36%	40%
Very high	34	2	13	-	2	9	*	8	32	2	1	-	2	15	20
	50%	55%	60%	-%	66%	44%	100%	48%	50%	52%	78%	-%	59%	47%	53%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	*	-	3	3	*	-	-	*	3	-
	4%	-%	-%	-%	-%	1%	-%	15%	4%	5%	-%	-%	4%	9%	-%
NET: High	60	3	16	2	4	21	*	14	57	2	1	-	3	26	35
	88%	100%	77%	100%	100%	99%	100%	83%	88%	83%	100%	-%	88%	83%	93%
NET: Low	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	2%	-%	11%	-%	-%	8%	1%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 154 (continuation)

Page 1415

The quality of the mail services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	70	27	3	9	3	30	40	3	27	40	24	14	8	9	5	6	-	
Weighted total	68	39	3	7	*	40	28	5	35	28	37	8	8	8	1	2	-	
Very low	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-	
	*%	-%	-%	3%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	8%	-%	
Quite low	*	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-	
	*%	*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	2%	-%	-%	-%	-%	-%	
Neither low nor high	5	2	3	-	-	5	-	-	5	-	-	2	3	-	-	-	-	
	7%	6%	88%	-%	-%	12%	-%	-%	14%	-%	-%	31%	32%	-%	-%	-%	-%	
Quite high	26	17	*	3	-	14	12	4	10	12	12	2	3	7	*	2	-	
	38%	44%	8%	45%	-%	34%	44%	75%	28%	44%	31%	23%	38%	97%	17%	74%	-%	
Very high	34	19	*	3	*	19	15	1	18	15	23	4	2	*	1	*	-	
	50%	50%	4%	52%	65%	47%	55%	25%	50%	55%	62%	45%	29%	3%	83%	11%	-%	
Don't Know (DO NOT READ OUT)	3	-	-	-	*	3	*	-	3	*	3	-	-	-	-	*	-	
	4%	-%	-%	-%	35%	6%	1%	-%	7%	1%	7%	-%	-%	-%	-%	7%	-%	
NET: High	60	36	*	6	*	33	28	5	27	28	34	5	5	8	1	2	-	
	88%	93%	12%	97%	65%	81%	98%	100%	79%	98%	93%	67%	68%	100%	100%	84%	-%	
NET: Low	*	*	-	*	-	-	*	-	-	*	-	*	-	-	-	*	-	
	*%	*%	-%	3%	-%	-%	1%	-%	-%	1%	-%	2%	-%	-%	-%	8%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 154 (continuation)

Page 1416

The quality of the mail services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	b	*a	b	*a	b	*c
Unweighted total	39	7	12	5	4	37	32	24	45	-	54	15
Weighted total	39	3	14	2	4	33	34	23	43	-	51	16
Very low	*	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	5%	1%	-%	-%	*%	-%	*%	-%
Quite low	*	*	-	-	-	*	-	*	-	-	*	-
	*%	*%	-%	-%	-%	*%	-%	1%	-%	-%	*%	-%
Neither low nor high	5	5	-	-	-	5	-	3	2	-	5	-
	7%	13%	-%	-%	-%	15%	-%	11%	6%	-%	10%	-%
Quite high	26	18	1	4	-	14	12	10	16	-	20	6
	38%	46%	19%	25%	-%	42%	36%	44%	36%	-%	39%	38%
Very high	34	13	3	11	2	11	22	8	25	-	23	10
	50%	34%	81%	75%	92%	34%	64%	33%	58%	-%	45%	62%
Don't Know (DO NOT READ OUT)	3	3	-	-	*	3	*	3	-	-	3	-
	4%	7%	-%	-%	8%	8%	*%	11%	-%	-%	5%	-%
NET: High	60	31	3	14	2	25	34	18	41	-	43	16
	88%	80%	100%	100%	92%	76%	100%	77%	94%	-%	84%	100%
NET: Low	*	*	-	-	*	*	-	*	*	-	*	-
	*%	*%	-%	-%	5%	1%	-%	1%	*%	-%	1%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 154 (continuation)

Page 1417

The quality of the mail services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly						Use of parcels			Types of service used			
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	e	f	g	a	*b	*c	a	b	*c
Unweighted total	70	26	16	28	58	49	64	58	33	42	50	54	2	11	32	63	20
Weighted total	68	27	16	25	54	45	62	51	23	43	46	56	*	6	32	59	13
Very low	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	1%
Quite low	*	-	-	*	*	*	*	-	-	-	-	*	-	-	-	*	-
	1%	-%	-%	1%	1%	1%	1%	-%	-%	-%	-%	1%	-%	-%	-%	1%	-%
Neither low nor high	5	5	-	-	5	2	5	2	-	5	5	5	-	-	2	5	-
	7%	18%	-%	-%	9%	5%	8%	5%	-%	12%	11%	9%	-%	-%	8%	8%	-%
Quite high	26	12	9	6	21	14	24	19	15	14	20	22	*	2	4	25	5
	38%	43%	55%	22%	40%	32%	39%	37%	65%	33%	42%	39%	57%	30%	13%	41%	39%
Very high	34	10	7	17	24	25	30	29	7	23	19	27	*	4	23	27	8
	50%	38%	45%	67%	45%	56%	48%	57%	33%	55%	41%	47%	43%	70%	70%	45%	60%
Don't Know (DO NOT READ OUT)	3	-	-	3	3	3	3	*	*	-	3	3	-	-	3	3	-
	4%	-%	-%	11%	5%	6%	4%	1%	1%	-%	6%	5%	-%	-%	8%	5%	-%
NET: High	60	22	16	23	46	39	54	48	22	37	39	48	*	6	27	51	13
	88%	81%	100%	89%	85%	88%	87%	94%	98%	88%	83%	86%	100%	100%	83%	87%	99%
NET: Low	*	*	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	1%	-%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	-%	1%	1%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 154 (continuation)

Page 1418

The quality of the mail services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	70	a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	b	*c
Weighted total	68	43	34	11	1	40	69	62	69	66	70	-	47	70	23	24	39	6
		40	28	13	*	34	67	58	67	64	68	-	49	68	26	22	39	7
Very low	*	*	-	-	-	*	*	*	*	*	*	*	-	*	*	*	*	*
	*%	*%	-%	-%	-%	1%	*%	*%	*%	*%	*%	-%	-%	*%	1%	-%	*%	-%
Quite low	*	*	-	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	*%	*%	-%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	1%	-%	-%
Neither low nor high	5	5	2	2	-	3	5	5	5	2	5	-	2	5	-	3	-	2
	7%	12%	9%	18%	-%	7%	7%	9%	7%	4%	7%	-%	5%	7%	-%	11%	-%	35%
Quite high	26	15	10	2	*	17	26	19	26	26	26	-	20	26	13	4	21	1
	38%	37%	37%	18%	100%	50%	39%	32%	39%	41%	38%	-%	40%	38%	50%	17%	53%	21%
Very high	34	18	15	9	-	12	33	31	33	33	34	-	24	34	13	13	18	3
	50%	44%	54%	64%	-%	34%	49%	54%	49%	51%	50%	-%	49%	50%	49%	59%	46%	45%
Don't Know (DO NOT READ OUT)	3	3	*	-	-	3	3	3	3	3	3	-	3	3	-	3	-	-
	4%	7%	1%	-%	-%	8%	4%	5%	4%	4%	4%	-%	5%	4%	-%	12%	-%	-%
NET: High	60	32	25	11	*	29	59	50	59	59	60	-	44	60	26	17	39	5
	88%	80%	91%	82%	100%	84%	88%	86%	88%	91%	88%	-%	90%	88%	99%	76%	100%	65%
NET: Low	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	*	*	-
	*%	1%	-%	-%	-%	1%	*%	1%	*%	1%	*%	-%	*%	*%	1%	1%	*%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	c	a	b	a	*b	a	*b	*a	b	*a	b
Unweighted total	25	9	35	40	30	69	1	43	4	15	39	14	56
Weighted total	68	28	7	34	37	67	1	36	6	18	32	18	51
Very low	*	-	*	*	-	*	-	-	*	*	-	*	-
	*%	-%	-%	1%	1%	-%	-%	-%	3%	1%	-%	1%	-%
Quite low	*	-	*	-	*	*	-	*	-	-	*	-	*
	*%	-%	2%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%
Neither low nor high	5	-	3	2	2	3	5	3	-	2	3	5	-
	7%	-%	39%	7%	7%	8%	7%	7%	-%	13%	8%	28%	-%
Quite high	26	10	2	15	12	14	26	19	*	5	14	8	18
	38%	34%	26%	43%	33%	44%	39%	52%	3%	29%	44%	45%	35%
Very high	34	18	2	14	22	12	33	15	5	8	15	5	30
	50%	66%	31%	41%	60%	39%	49%	40%	94%	43%	47%	26%	59%
Don't Know (DO NOT READ OUT)	3	-	*	3	-	3	-	*	-	3	*	-	3
	4%	-%	2%	8%	-%	9%	-%	*%	-%	14%	*%	-%	5%
NET: High	60	28	4	28	34	26	59	33	6	13	29	13	48
	88%	100%	57%	85%	93%	83%	88%	92%	97%	72%	91%	71%	94%
NET: Low	*	-	*	*	*	*	-	*	*	*	*	*	*
	*%	-%	2%	1%	1%	*%	-%	*%	3%	1%	*%	1%	*%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The quality of the mail services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%	a	*b	*a	*b	*c
Unweighted total	61	-	26	28	16
Weighted total	68	-	29	30	10
Very low	*	-	-	*	-
	*%	-%	-%	1%	-%
Quite low	*	-	-	-	*
	*%	-%	-%	-%	1%
Neither low nor high	5	-	2	3	-
	7%	-%	8%	9%	-%
Quite high	26	-	12	11	2
	38%	-%	42%	39%	24%
Very high	34	-	14	13	7
	50%	-%	49%	44%	73%
Don't Know (DO NOT READ OUT)	3	-	-	3	*
	4%	-%	-%	9%	2%
NET: High	60	-	26	24	10
	88%	-%	92%	82%	97%
NET: Low	*	-	-	*	*
	*%	-%	-%	1%	1%

Columns Tested: a,b - a,b,c

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Table 155

Page 1421

The quality of the mail services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	5	2	1	-	-	-	-	1	-	-	-	1	-	4
	3	*	*	-	-	-	-	2	-	-	-	*	-	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	*	-	-	-	-	-	-	-	-	*	-	*
	18%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	6%
	3	*	-	-	-	-	-	2	-	-	-	-	-	3
	82%	100%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	94%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

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Table 155 (continuation)

Page 1422

The quality of the mail services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	1	-	-	2	-	2	2	2	1	-	3	1	4
Weighted total	3	-	*	-	-	3	-	*	3	*	*	-	1	*	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	*	-	*	*	*	-	-	*	-	1
	18%	-%	-%	-%	-%	14%	-%	49%	14%	49%	-%	-%	34%	-%	19%
Quite high	3	-	*	-	-	2	-	*	2	*	*	-	*	*	3
	82%	-%	100%	-%	-%	86%	-%	51%	86%	51%	100%	-%	66%	100%	81%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	*	-	-	2	-	*	2	*	*	-	*	*	3
	82%	-%	100%	-%	-%	86%	-%	51%	86%	51%	100%	-%	66%	100%	81%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 155 (continuation)

Page 1423

The quality of the mail services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - 999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	5	2	-	1	1	2	3	-	2	3	1	1	1	-	1	1	-
Weighted total	3	1	-	*	*	3	1	-	3	1	2	*	*	-	*	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	*	*	-	*	*	-	*	*	-	-	-	-
	18%	100%	-%	-%	-%	14%	34%	-%	14%	34%	-%	100%	100%	-%	-%	-%	-%
Quite high	3	-	-	*	*	2	*	-	2	*	2	-	-	-	*	*	-
	82%	-%	-%	100%	100%	86%	66%	-%	86%	66%	100%	-%	-%	-%	100%	100%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	-	-	*	*	2	*	-	2	*	2	-	-	-	*	*	-
	82%	-%	-%	100%	100%	86%	66%	-%	86%	66%	100%	-%	-%	-%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 155 (continuation)

Page 1424

The quality of the mail services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	5	2	1	-	1	1	3	2	4	-	4	1
Weighted total	3	3	*	-	*	*	1	3	*	-	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	*	*	-	-	*	*	*	*	-	*	*
	18%	7%	100%	-%	-%	34%	14%	100%	13%	-%	6%	100%
Quite high	3	2	-	-	*	*	2	-	3	-	3	-
	82%	93%	-%	-%	100%	66%	86%	-%	87%	-%	94%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	-	-	*	*	2	-	3	-	3	-
	82%	93%	-%	-%	100%	66%	86%	-%	87%	-%	94%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 155 (continuation)

Page 1425

The quality of the mail services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	1	2	5	4	5	5	3	3	5	4	-	1	4	5	2
Weighted total	3	*	*	3	3	1	3	3	1	3	3	3	-	*	1	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	*	*	-	1	1	1	1	*	-	1	*	-	*	1	1	-
	18%	49%	100%	-%	18%	63%	18%	18%	54%	-%	18%	13%	-%	100%	63%	18%	-%
Quite high	3	*	-	3	3	*	3	3	*	3	3	3	-	-	*	3	*
	82%	51%	-%	100%	82%	37%	82%	82%	46%	100%	82%	87%	-%	-%	37%	82%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	*	-	3	3	*	3	3	*	3	3	3	-	-	*	3	*
	82%	51%	-%	100%	82%	37%	82%	82%	46%	100%	82%	87%	-%	-%	37%	82%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 155 (continuation)

Page 1426

The quality of the mail services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	5	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Weighted total	3	4	2	1	-	3	5	5	5	5	5	-	4	5	2	1	4	-
		3	*	*	-	3	3	3	3	3	3	-	3	3	*	*	3	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	*	*	*	-	-	1	1	1	1	1	-	1	1	-	*	*	-
	18%	6%	54%	100%	-%	-%	18%	18%	18%	18%	18%	-%	19%	18%	-%	100%	6%	-%
Quite high	3	3	*	-	-	3	3	3	3	3	3	-	3	3	*	-	3	-
	82%	94%	46%	-%	-%	100%	82%	82%	82%	82%	82%	-%	81%	82%	100%	-%	94%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	3	*	-	-	3	3	3	3	3	3	-	3	3	*	-	3	-
	82%	94%	46%	-%	-%	100%	82%	82%	82%	82%	82%	-%	81%	82%	100%	-%	94%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The quality of the mail services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	3	-	2	4	1	5	-	2	2	3	1	3	2
Weighted total	3	3	-	*	1	2	3	-	3	*	1	2	1	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	1	-	1	-	-	*	*	-	*	*
	18%	20%	-%	-%	63%	-%	18%	-%	-%	49%	34%	-%	34%	14%
Quite high	3	2	-	*	*	2	3	-	3	*	*	2	*	2
	82%	80%	-%	100%	37%	100%	82%	-%	100%	51%	66%	100%	66%	86%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	3	2	-	*	*	2	3	-	3	*	*	2	*	2
	82%	80%	-%	100%	37%	100%	82%	-%	100%	51%	66%	100%	66%	86%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 155 (continuation)

Page 1428

The quality of the mail services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%	*a	*b	*a	*b	*c
Unweighted total	4	-	2	1	2
Weighted total	3	-	3	*	1
Very low	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither low nor high	1	*	*	-	*
18%	6%	-%	7%	-%	72%
Quite high	3	-	2	*	*
82%	94%	-%	93%	100%	28%
Very high	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: High	3	-	2	*	*
82%	94%	-%	93%	100%	28%
NET: Low	-	-	-	-	-
-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

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Table 156

Page 1429

The quality of the mail services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	1	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 156 (continuation)

Page 1430

The quality of the mail services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	-	-	-	-	1	-	-	1	-	-	-	-	-	1
Weighted total	-	-	-	-	*	-	-	*	-	-	-	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	*	-	-	*	-	-	-	-	-	*
100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	*	-	-	*	-	-	-	-	-	*
100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 156 (continuation)

Page 1431

The quality of the mail services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																
Unweighted total	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-
Weighted total	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 156 (continuation)

Page 1432

The quality of the mail services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1	1	1	1	1	1	1	1	1	1	1	1
Weighted total	*	*	*	*	*	*	*	*	*	*	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	*	*	*	*	*	*	*	*	*
100%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	*	*	*	*	*	*	*	*	*	*
100%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The quality of the mail services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used			
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	
Significance Level: 95%																	
Unweighted total	1	a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Weighted total	*	-	1	-	1	1	1	1	1	-	1	*	-	-	1	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	*	-	*	*	*	*	*	*	*	*	-	*	*	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	*	-	*	*	*	*	*	*	*	*	-	*	*	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 156 (continuation)

Page 1434

The quality of the mail services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	1	1	1	1	1	-	1	1	-	1	-	-
Weighted total	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 156 (continuation)

Page 1435

The quality of the mail services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	1	-	-	-	-	-	-	1
Weighted total	*	-	-	*	-	*	-	-	-	-	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	*	-	*	-	-	-	-	-	-	*
100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	*	-	*	-	-	-	-	-	-	*
100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 156 (continuation)

Page 1436

The quality of the mail services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
1	-	-	-	-	1
*	-	-	-	-	*
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
*	-	-	-	-	*
100%	-%	-%	-%	-%	100%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
*	-	-	-	-	*
100%	-%	-%	-%	-%	100%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%

Table 157
Page 1437
QOP4. SUMMARY. QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [QV5C] on each of the following aspects:
The quality of the mail services provided by [QV5C] in the last 12 months
Base: All Respondents who use more than one mail service provider

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	City Link Post	DX	Pitney Bowes	TNT Express	TNT Post UK	Other (1st)	Other (2nd)	Other (3rd)
Significance Level: 95%	a	b	*c	d	*e	f	*g	*h	*i	*j	*k	*l	*m	n	*o	*p
Unweighted total	38	41	11	38	9	52	28	25	14	12	5	2	3	70	5	1
Weighted total	43	22	15	43	7	61	36	27	9	9	4	2	2	68	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	2	-	*	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	*%	-%	-%
Quite low	*	-	-	-	1	-	-	-	1	-	-	*	-	*	-	-
	1%	-%	-%	-%	19%	-%	-%	-%	14%	-%	-%	10%	-%	*%	-%	-%
Neither low nor high	8	2	5	3	-	7	6	-	1	1	-	-	-	5	1	-
	19%	7%	36%	6%	-%	12%	16%	-%	13%	17%	-%	-%	-%	7%	18%	-%
Quite high	22	14	6	24	4	27	9	14	5	4	1	-	*	26	3	*
	52%	65%	42%	55%	53%	44%	24%	52%	52%	46%	22%	-%	11%	38%	82%	100%
		fn														
Very high	12	6	3	15	2	23	21	11	2	3	3	-	1	34	-	-
	28%	26%	22%	35%	29%	38%	60%	39%	19%	37%	78%	-%	89%	50%	-%	-%
			ab													
Don't Know (DO NOT READ OUT)	-	1	-	2	-	4	-	2	*	-	-	-	-	3	-	-
	-%	3%	-%	4%	-%	7%	-%	9%	2%	-%	-%	-%	-%	4%	-%	-%
NET: High	34	20	9	39	6	49	30	25	6	7	4	-	2	60	3	*
	80%	90%	64%	90%	81%	81%	84%	91%	71%	83%	100%	-%	100%	88%	82%	100%
NET: Low	*	-	-	-	1	-	-	-	1	-	-	2	-	*	-	-
	1%	-%	-%	-%	19%	-%	-%	-%	14%	-%	-%	100%	-%	*%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p																

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
	38	2	5	5	3	3	6	4	1	1	1	1	6	30
	43	2	6	13	2	2	8	8	2	*	*	*	2	41
	3	-	-	2	-	-	-	-	-	-	-	-	*	2
	7%	-%	-%	19%	-%	-%	-%	-%	-%	-%	-%	-%	21%	6%
	3	-	2	-	-	1	-	-	-	-	-	-	-	3
	7%	-%	27%	-%	-%	78%	-%	-%	-%	-%	-%	-%	-%	7%
	10	2	3	3	-	*	3	-	-	-	-	-	1	10
	24%	90%	49%	20%	-%	11%	33%	-%	-%	-%	-%	-%	28%	24%
	19	*	-	5	*	*	5	8	-	-	-	-	-	19
	43%	10%	-%	43%	24%	11%	64%	100%	-%	-%	-%	-%	-%	46%
	8	-	1	2	1	-	*	-	2	-	*	*	*	7
	18%	-%	24%	19%	76%	-%	2%	-%	100%	-%	100%	100%	24%	17%

Ofcom; Business Postal Tracker

Table 158 (continuation)

Page 1439

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	38	1	10	-	1	11	2	9	23	8	4	3	15	14	24
Weighted total	43	1	6	-	2	15	3	15	41	1	1	*	2	22	21
Very low	3	-	-	-	-	*	-	2	3	-	-	-	-	2	*
	7%	-%	-%	-%	-%	3%	-%	16%	7%	-%	-%	-%	-%	11%	2%
Quite low	3	-	-	-	2	-	-	1	3	-	-	-	-	2	1
	7%	-%	-%	-%	100%	-%	-%	8%	7%	-%	-%	-%	-%	7%	6%
Neither low nor high	10	-	5	-	-	*	2	3	10	*	-	*	*	6	5
	24%	-%	81%	-%	-%	2%	57%	17%	24%	23%	-%	39%	19%	26%	23%
Quite high	19	-	1	-	-	13	-	5	18	*	1	*	1	8	10
	43%	-%	13%	-%	-%	88%	-%	33%	43%	29%	77%	39%	45%	38%	50%
Very high	8	1	*	-	-	1	1	4	7	*	-	*	1	4	3
	18%	100%	3%	-%	-%	4%	43%	27%	17%	37%	-%	21%	23%	19%	16%
Don't Know (DO NOT READ OUT)	1	-	*	-	-	*	-	-	*	*	*	-	*	-	1
	2%	-%	3%	-%	-%	3%	-%	-%	1%	11%	23%	-%	13%	-%	3%
NET: High	26	1	1	-	-	13	1	9	25	1	1	*	2	12	14
	61%	100%	16%	-%	-%	92%	43%	59%	61%	66%	77%	61%	68%	56%	66%
NET: Low	6	-	-	-	2	*	-	4	6	-	-	-	-	4	2
	13%	-%	-%	-%	100%	3%	-%	24%	14%	-%	-%	-%	-%	18%	8%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 158 (continuation)

Page 1440

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	38	10	2	5	6	18	20	4	14	20	9	14	5	4	3	2	-
Weighted total	43	19	1	4	1	28	15	7	21	15	16	13	5	3	3	*	-
Very low	3	3	-	-	-	3	-	-	3	-	-	2	*	-	-	-	-
	7%	15%	-%	-%	-%	10%	-%	-%	13%	-%	-%	18%	9%	-%	-%	-%	-%
Quite low	3	2	-	-	-	1	2	-	1	2	-	1	2	-	-	-	-
	7%	8%	-%	-%	-%	5%	10%	-%	6%	10%	-%	10%	34%	-%	-%	-%	-%
Neither low nor high	10	2	-	2	*	8	2	-	8	2	8	2	*	-	-	*	-
	24%	8%	-%	42%	12%	30%	14%	-%	39%	14%	52%	14%	2%	-%	-%	51%	-%
Quite high	19	10	-	3	*	10	9	3	7	9	5	3	3	3	3	*	-
	43%	50%	-%	58%	39%	36%	57%	39%	35%	57%	31%	22%	55%	90%	81%	49%	-%
Very high	8	4	*	-	*	6	2	4	2	2	3	4	-	*	*	-	-
	18%	19%	53%	-%	29%	20%	13%	61%	7%	13%	16%	33%	-%	4%	15%	-%	-%
Don't Know (DO NOT READ OUT)	1	-	*	-	*	-	1	-	-	1	-	*	-	*	*	-	-
	2%	-%	47%	-%	20%	-%	5%	-%	-%	5%	-%	3%	-%	6%	4%	-%	-%
NET: High	26	13	*	3	1	15	11	7	9	11	8	7	3	3	3	*	-
	61%	69%	53%	58%	68%	56%	71%	100%	42%	71%	48%	55%	55%	94%	96%	49%	-%
NET: Low	6	4	-	-	-	4	2	-	4	2	-	4	2	-	-	-	-
	13%	23%	-%	-%	-%	15%	10%	-%	19%	10%	-%	28%	42%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 158 (continuation)

Page 1441

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	38	22	4	3	2	5	28	10	22	16	-	37	1
Weighted total	43	28	1	2	*	9	32	11	27	16	-	40	3
Very low	3	3	-	-	-	-	3	-	3	-	-	3	-
	7%	10%	-%	-%	-%	-%	9%	-%	11%	-%	-%	7%	-%
Quite low	3	3	-	-	-	-	3	-	3	-	-	3	-
	7%	10%	-%	-%	-%	-%	9%	-%	11%	-%	-%	7%	-%
Neither low nor high	10	8	*	1	*	*	9	2	5	5	-	10	-
	24%	30%	16%	66%	58%	5%	26%	17%	19%	33%	-%	26%	-%
Quite high	19	8	1	-	-	8	10	8	10	9	-	16	3
	43%	28%	84%	-%	-%	93%	32%	79%	37%	53%	-%	39%	100%
Very high	8	6	-	1	-	-	7	*	6	2	-	8	-
	18%	20%	-%	34%	-%	-%	23%	2%	21%	12%	-%	19%	-%
Don't Know (DO NOT READ OUT)	1	*	-	-	*	*	1	*	1	*	-	1	-
	2%	1%	-%	-%	42%	2%	2%	2%	2%	1%	-%	2%	-%
NET: High	26	13	1	1	-	8	18	9	16	11	-	23	3
	61%	48%	84%	34%	-%	93%	54%	81%	58%	66%	-%	58%	100%
NET: Low	6	6	-	-	-	-	6	-	6	-	-	6	-
	13%	20%	-%	-%	-%	-%	17%	-%	21%	-%	-%	14%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker

Table 158 (continuation)

Page 1442

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	g	*a	*b	*c	*a	b	*c
Unweighted total	38	21	5	12	37	34	37	33	15	13	31	20	-	16	28	37	11
Weighted total	43	20	8	14	40	34	40	32	15	8	30	21	-	18	29	40	5
Very low	3	3	-	-	3	*	3	*	3	*	3	-	-	3	*	3	-
	7%	14%	-%	-%	7%	1%	7%	1%	19%	5%	9%	-%	-%	16%	1%	7%	-%
Quite low	3	-	-	3	3	2	3	3	-	1	3	1	-	2	3	3	1
	7%	-%	-%	20%	7%	5%	7%	9%	-%	16%	9%	6%	-%	9%	10%	7%	24%
Neither low nor high	10	*	6	4	10	10	10	8	3	2	10	6	-	4	10	10	2
	24%	1%	69%	31%	26%	31%	26%	25%	22%	23%	35%	29%	-%	23%	36%	26%	38%
Quite high	19	11	3	5	16	13	16	14	8	3	8	11	-	5	11	16	*
	43%	55%	31%	34%	39%	39%	39%	43%	53%	40%	28%	52%	-%	29%	39%	39%	8%
Very high	8	6	-	2	8	8	8	6	*	1	5	2	-	4	3	8	1
	18%	29%	-%	12%	19%	22%	19%	20%	3%	7%	16%	11%	-%	22%	11%	19%	25%
Don't Know (DO NOT READ OUT)	1	*	-	1	1	1	1	1	*	1	1	1	-	*	1	1	*
	2%	1%	-%	4%	2%	2%	2%	2%	2%	8%	2%	3%	-%	1%	2%	2%	6%
NET: High	26	17	3	7	23	21	23	20	8	4	13	13	-	9	15	23	2
	61%	84%	31%	46%	58%	61%	58%	63%	57%	47%	44%	62%	-%	52%	51%	58%	33%
NET: Low	6	3	-	3	6	2	6	3	3	2	6	1	-	4	3	6	1
	13%	14%	-%	20%	14%	6%	14%	10%	19%	22%	19%	6%	-%	24%	11%	14%	24%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 158 (continuation)

Page 1443

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	38	33	27	4	1	32	38	38	38	36	38	-	27	37	15	11	22	5
Weighted total	43	35	27	5	2	33	43	43	43	40	43	-	32	43	12	14	23	7
Very low	3	3	2	-	-	3	3	3	3	3	3	-	3	3	-	-	3	-
	7%	8%	9%	-%	-%	9%	7%	7%	7%	7%	7%	-%	9%	7%	-%	-%	12%	-%
Quite low	3	3	2	2	-	1	3	3	3	3	3	-	-	3	-	2	1	-
	7%	8%	6%	34%	-%	4%	7%	7%	7%	7%	7%	-%	-%	7%	-%	11%	6%	-%
Neither low nor high	10	10	6	2	-	9	10	10	10	10	10	-	10	10	3	6	2	2
	24%	30%	23%	35%	-%	27%	24%	24%	24%	26%	24%	-%	32%	24%	26%	45%	9%	32%
Quite high	19	11	13	-	-	16	19	19	19	19	19	-	14	19	6	5	10	3
	43%	31%	47%	-%	-%	48%	43%	43%	43%	46%	43%	-%	43%	43%	46%	38%	45%	49%
Very high	8	7	3	1	2	4	8	8	8	5	8	-	4	8	3	*	6	1
	18%	20%	13%	31%	100%	11%	18%	18%	18%	12%	18%	-%	14%	18%	26%	3%	26%	19%
Don't Know (DO NOT READ OUT)	1	1	1	-	-	1	1	1	1	1	1	-	1	1	*	*	*	-
	2%	2%	3%	-%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	3%	2%	2%	-%
NET: High	26	18	16	1	2	19	26	26	26	24	26	-	18	26	9	6	16	4
	61%	52%	60%	31%	100%	59%	61%	61%	61%	59%	61%	-%	57%	61%	71%	41%	71%	68%
NET: Low	6	6	4	2	-	4	6	6	6	6	6	-	3	6	-	2	4	-
	13%	16%	15%	34%	-%	12%	13%	13%	13%	14%	13%	-%	9%	13%	-%	11%	18%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	38	8	6	23	30	8	37	1	25	2	11	26	4	34
Weighted total	43	10	4	27	30	13	43	*	27	*	12	28	2	41
Very low	3	2	-	*	3	-	3	-	*	-	2	*	-	3
	7%	25%	-%	2%	9%	-%	7%	-%	2%	-%	20%	1%	-%	7%
Quite low	3	-	2	1	3	-	3	-	-	-	2	1	1	2
	7%	-%	42%	5%	9%	-%	7%	-%	-%	-%	13%	5%	61%	4%
Neither low nor high	10	*	2	9	6	4	10	*	6	-	4	6	-	10
	24%	2%	46%	31%	21%	32%	24%	100%	21%	-%	37%	21%	-%	25%
Quite high	19	5	*	11	11	8	19	-	15	*	3	13	*	19
	43%	51%	10%	40%	37%	59%	44%	-%	58%	62%	24%	46%	8%	45%
Very high	8	2	*	6	6	1	8	-	4	*	1	7	1	7
	18%	20%	3%	20%	21%	10%	18%	-%	16%	38%	6%	24%	30%	17%
Don't Know (DO NOT READ OUT)	1	*	-	1	1	-	1	-	1	-	-	1	-	1
	2%	2%	-%	2%	2%	-%	2%	-%	3%	-%	-%	3%	-%	2%
NET: High	26	7	*	17	17	9	26	-	20	*	4	20	1	25
	61%	71%	13%	61%	58%	68%	61%	-%	75%	100%	30%	70%	39%	62%
NET: Low	6	2	2	2	6	-	6	-	*	-	4	2	1	4
	13%	25%	42%	6%	19%	-%	13%	-%	2%	-%	33%	6%	61%	11%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 158 (continuation)

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The price of the postal services provided by DHL in the last 12 months (QOP42. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DHL on each of the following aspects:)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
38	29	1	6	6	8	18
43	35	1	8	9	7	19
3	-	-	-	-	*	2
7%	-%	-%	-%	-%	6%	12%
3	2	1	-	2	1	-
7%	4%	100%	-%	18%	18%	-%
10	10	-	2	3	2	5
24%	29%	-%	21%	30%	23%	24%
19	19	-	3	3	3	10
43%	52%	-%	33%	32%	44%	53%
8	5	-	4	2	*	2
18%	14%	-%	46%	20%	2%	11%
1	*	-	-	-	1	*
2%	*%	-%	-%	-%	8%	1%
26	23	-	6	4	3	12
61%	66%	-%	79%	52%	47%	63%
6	2	1	-	2	2	2
13%	4%	100%	-%	18%	23%	12%

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	41	5	4	1	3	1	1	5	4	-	4	6	7	24
Weighted total	22	4	1	*	1	*	3	5	3	-	2	2	2	17
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	-	-	-	-	-	-	-	2	-	-	*	1	2
	12%	-%	-%	-%	-%	-%	-%	-%	51%	-%	-%	21%	32%	10%
Neither low nor high	8	2	-	*	*	-	-	3	2	-	1	*	-	6
	37%	44%	-%	100%	31%	-%	-%	48%	49%	-%	74%	24%	-%	38%
Quite high	7	2	*	-	*	*	-	3	-	-	-	1	*	5
	30%	51%	24%	-%	31%	100%	-%	52%	-%	-%	-%	48%	26%	32%
Very high	4	-	*	-	*	-	3	-	-	-	*	*	*	3
	18%	-%	52%	-%	39%	-%	100%	-%	-%	-%	26%	6%	18%	19%
Don't Know (DO NOT READ OUT)	1	*	*	-	-	-	-	-	-	-	-	-	*	*
	3%	5%	24%	-%	-%	-%	-%	-%	-%	-%	-%	-%	23%	2%
NET: High	11	2	1	-	*	*	3	3	-	-	*	1	1	8
	48%	51%	76%	-%	69%	100%	100%	52%	-%	-%	26%	54%	44%	50%
NET: Low	3	-	-	-	-	-	-	-	2	-	-	*	1	2
	12%	-%	-%	-%	-%	-%	-%	-%	51%	-%	-%	21%	32%	10%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 159 (continuation)

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The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	41	3	14	1	2	7	-	12	18	12	9	2	23	23	18
Weighted total	22	4	6	*	*	2	-	7	18	2	2	*	4	12	11
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	-	2	-	-	-	-	*	3	*	-	-	*	2	1
	12%	-%	39%	-%	-%	-%	-%	5%	14%	6%	-%	-%	3%	18%	6%
Neither low nor high	8	1	*	*	*	*	-	4	7	1	*	-	1	3	5
	37%	31%	8%	100%	78%	8%	-%	51%	39%	35%	21%	-%	26%	27%	47%
Quite high	7	2	2	-	-	1	-	*	5	*	1	*	1	3	4
	30%	59%	38%	-%	-%	66%	-%	5%	29%	18%	43%	100%	36%	25%	36%
Very high	4	-	1	-	*	1	-	3	3	*	1	-	1	3	1
	18%	-%	12%	-%	22%	26%	-%	36%	16%	22%	36%	-%	26%	27%	8%
Don't Know (DO NOT READ OUT)	1	*	*	-	-	-	-	*	*	*	-	-	*	*	*
	3%	10%	3%	-%	-%	-%	-%	3%	2%	18%	-%	-%	9%	3%	4%
NET: High	11	2	3	-	*	2	-	3	8	1	1	*	2	6	5
	48%	59%	50%	-%	22%	92%	-%	41%	45%	41%	79%	100%	62%	52%	44%
NET: Low	3	-	2	-	-	-	-	*	3	*	-	-	*	2	1
	12%	-%	39%	-%	-%	-%	-%	5%	14%	6%	-%	-%	3%	18%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 159 (continuation)

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The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - 4,999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	41	9	3	7	6	15	26	2	13	26	11	8	10	3	5	4	-	
Weighted total	22	10	1	3	1	11	11	1	10	11	14	3	2	1	1	1	-	
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Quite low	3	2	-	*	*	2	1	-	2	1	2	1	*	-	-	-	-	
	12%	16%	-%	17%	12%	18%	5%	-%	20%	5%	12%	27%	5%	-%	-%	-%	-%	
Neither low nor high	8	1	*	2	*	2	6	-	2	6	5	2	1	*	-	1	-	
	37%	11%	45%	56%	19%	22%	51%	-%	24%	51%	33%	57%	44%	22%	-%	63%	-%	
Quite high	7	4	*	*	*	3	4	-	3	4	4	*	1	1	1	*	-	
	30%	44%	39%	17%	49%	25%	35%	-%	27%	35%	30%	6%	33%	78%	70%	18%	-%	
Very high	4	3	-	*	*	3	1	*	3	1	3	*	*	-	*	-	-	
	18%	25%	-%	4%	20%	30%	7%	53%	28%	7%	22%	10%	18%	-%	16%	-%	-%	
Don't Know (DO NOT READ OUT)	1	*	*	*	-	1	*	*	*	*	*	-	-	-	*	*	-	
	3%	4%	16%	7%	-%	5%	2%	47%	2%	2%	3%	-%	-%	-%	14%	19%	-%	
NET: High	11	7	*	1	1	6	5	*	6	5	7	1	1	1	1	*	-	
	48%	69%	39%	21%	69%	54%	42%	53%	54%	42%	53%	16%	51%	78%	86%	18%	-%	
NET: Low	3	2	-	*	*	2	1	-	2	1	2	1	*	-	-	-	-	
	12%	16%	-%	17%	12%	18%	5%	-%	20%	5%	12%	27%	5%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 159 (continuation)

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The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	41											
Weighted total	22											
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	2	*	*	-	*	2	*	2	-	2	*
	12%	14%	2%	31%	-%	4%	19%	6%	14%	-%	10%	35%
Neither low nor high	8	5	3	-	-	4	4	2	6	-	8	-
	37%	31%	64%	-%	-%	40%	33%	24%	42%	-%	39%	-%
Quite high	7	4	1	1	-	4	2	4	3	-	6	*
	30%	28%	29%	55%	-%	42%	20%	54%	20%	-%	30%	30%
Very high	4	4	*	*	-	1	3	1	3	-	4	*
	18%	24%	4%	14%	-%	7%	28%	9%	22%	-%	17%	34%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	1	-	*	*	-	1	-
	3%	4%	-%	-%	-%	7%	-%	6%	2%	-%	4%	-%
NET: High	11	8	2	1	-	5	6	4	7	-	10	1
	48%	51%	34%	69%	-%	49%	48%	63%	42%	-%	47%	65%
NET: Low	3	2	*	*	-	*	2	*	2	-	2	*
	12%	14%	2%	31%	-%	4%	19%	6%	14%	-%	10%	35%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		*a	*b	*c	a	b	c	d	*e	*f	g	a	*b	*c	*a	b	*c
Significance Level: 95%	41	24	10	7	38	31	39	36	16	26	36	32	3	4	26	40	17
Unweighted total	22	14	5	3	20	15	20	20	10	14	18	20	1	1	15	22	5
Weighted total																	
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	1	-	2	3	3	3	3	2	3	2	3	-	-	3	3	1
	12%	7%	-%	47%	13%	18%	13%	13%	17%	19%	12%	13%	-%	-%	17%	12%	11%
Neither low nor high	8	4	3	1	8	3	8	6	4	5	8	8	-	*	5	8	1
	37%	28%	61%	35%	40%	23%	40%	31%	42%	32%	44%	38%	-%	30%	37%	37%	19%
Quite high	7	5	1	1	5	5	5	6	3	6	7	6	-	*	3	6	3
	30%	36%	21%	18%	25%	31%	24%	33%	31%	42%	36%	31%	-%	35%	21%	29%	49%
Very high	4	4	*	-	4	3	4	4	1	1	1	3	1	-	3	4	1
	18%	27%	7%	-%	20%	23%	20%	18%	5%	4%	6%	16%	100%	-%	21%	18%	14%
Don't Know (DO NOT READ OUT)	1	*	1	-	*	1	1	1	*	*	*	*	-	*	1	1	*
	3%	1%	12%	-%	2%	5%	4%	4%	4%	3%	2%	2%	-%	35%	4%	4%	7%
NET: High	11	9	1	1	9	8	9	10	4	7	8	9	1	*	6	11	3
	48%	63%	28%	18%	45%	54%	44%	51%	37%	46%	42%	47%	100%	35%	42%	48%	63%
NET: Low	3	1	-	2	3	3	3	3	2	3	2	3	-	-	3	3	1
	12%	7%	-%	47%	13%	18%	13%	13%	17%	19%	12%	13%	-%	-%	17%	12%	11%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 159 (continuation)

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The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	41	a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	22	32	25	5	1	31	41	37	41	37	41	-	29	41	17	14	20	7
Weighted total		15	15	2	2	18	22	19	22	21	22	-	15	22	5	10	8	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	3	2	1	*	-	2	3	2	3	2	3	-	1	3	1	2	1	-
Quite low	12%	11%	3%	25%	-%	10%	12%	12%	12%	10%	12%	-%	4%	12%	11%	21%	6%	-%
Neither low nor high	8	4	7	1	-	7	8	7	8	8	8	-	4	8	2	5	2	1
	37%	24%	46%	64%	-%	39%	37%	37%	37%	36%	37%	-%	28%	37%	44%	54%	24%	19%
Quite high	7	6	4	-	2	5	7	5	7	7	7	-	7	7	2	2	1	3
	30%	37%	25%	-%	100%	27%	30%	25%	30%	31%	30%	-%	43%	30%	31%	21%	17%	79%
Very high	4	4	3	-	-	4	4	4	4	4	4	-	4	4	1	*	4	*
	18%	23%	21%	-%	-%	20%	18%	22%	18%	19%	18%	-%	25%	18%	10%	3%	43%	3%
Don't Know (DO NOT READ OUT)	1	1	1	*	-	1	1	1	1	1	1	-	-	1	*	-	1	-
	3%	5%	4%	10%	-%	3%	3%	4%	3%	4%	3%	-%	-%	3%	4%	-%	9%	-%
NET: High	11	9	7	-	2	8	11	9	11	11	11	-	11	11	2	2	5	3
	48%	60%	47%	-%	100%	47%	48%	47%	48%	50%	48%	-%	68%	48%	41%	25%	60%	81%
NET: Low	3	2	1	*	-	2	3	2	3	2	3	-	1	3	1	2	1	-
	12%	11%	3%	25%	-%	10%	12%	12%	12%	10%	12%	-%	4%	12%	11%	21%	6%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	41	7	6	28	31	10	40	1	24	1	11	27	11	30
Weighted total	22	8	1	13	18	4	22	*	13	*	5	16	6	16
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	3	-	*	2	2	*	2	*	2	-	*	2	-	3
	12%	-%	35%	16%	12%	10%	10%	100%	16%	-%	8%	11%	-%	16%
Neither low nor high	8	6	*	2	6	2	8	-	7	-	3	5	4	4
	37%	76%	13%	16%	32%	56%	37%	-%	54%	-%	71%	29%	60%	28%
Quite high	7	2	1	5	6	1	7	-	3	-	*	6	2	5
	30%	21%	44%	34%	30%	29%	31%	-%	20%	-%	6%	37%	32%	29%
Very high	4	*	*	4	4	*	4	-	1	-	1	3	*	4
	18%	1%	8%	29%	21%	5%	18%	-%	6%	-%	11%	19%	2%	24%
Don't Know (DO NOT READ OUT)	1	*	-	1	1	-	1	-	1	*	*	1	*	*
	3%	2%	-%	5%	4%	-%	4%	-%	4%	100%	4%	4%	6%	3%
NET: High	11	2	1	8	9	1	11	-	4	-	1	9	2	9
	48%	22%	52%	63%	51%	34%	49%	-%	26%	-%	17%	56%	34%	53%
NET: Low	3	-	*	2	2	*	2	*	2	-	*	2	-	3
	12%	-%	35%	16%	12%	10%	10%	100%	16%	-%	8%	11%	-%	16%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 159 (continuation)

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The price of the postal services provided by TNT in the last 12 months (QOP43. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT on each of the following aspects:)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	*a	*b	*c	*d
41	37	1	13	10	4	14
22	21	*	7	6	2	7
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	3	-	-	*	2	1
12%	12%	-%	-%	6%	69%	9%
8	7	*	3	*	*	5
37%	35%	100%	44%	6%	7%	70%
7	6	-	3	3	*	1
30%	31%	-%	41%	40%	7%	17%
4	4	-	1	3	-	*
18%	19%	-%	15%	44%	-%	2%
1	1	-	-	*	*	*
3%	4%	-%	-%	3%	17%	3%
11	11	-	4	5	*	1
48%	49%	-%	56%	85%	7%	19%
3	3	-	-	*	2	1
12%	12%	-%	-%	6%	69%	9%

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	11	2	1	-	-	2	3	-	1	1	-	-	1	10
Weighted total	15	2	2	-	-	3	5	-	2	1	-	-	*	14
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	9%	-%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	9%
Quite high	10	2	-	-	-	-	5	-	2	1	-	-	*	10
	70%	100%	-%	-%	-%	-%	93%	-%	100%	100%	-%	-%	100%	69%
Very high	3	-	2	-	-	1	*	-	-	-	-	-	-	3
	22%	-%	100%	-%	-%	50%	7%	-%	-%	-%	-%	-%	-%	23%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	2	2	-	-	1	5	-	2	1	-	-	*	13
	91%	100%	100%	-%	-%	50%	100%	-%	100%	100%	-%	-%	100%	91%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 160 (continuation)

Page 1455

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	-	3	1	-	5	-	2	9	-	2	-	2	6	5
Weighted total	15	-	4	2	-	6	-	3	14	-	1	-	1	8	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
9%	9%	-%	-%	-%	-%	23%	-%	-%	9%	-%	-%	-%	-%	15%	-%
Quite high	10	-	3	2	-	4	-	2	10	-	*	-	*	6	5
70%	70%	-%	69%	100%	-%	71%	-%	51%	71%	-%	35%	-%	35%	67%	74%
Very high	3	-	1	-	-	*	-	2	3	-	*	-	*	2	2
22%	22%	-%	31%	-%	-%	6%	-%	49%	20%	-%	65%	-%	65%	18%	26%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	-	4	2	-	4	-	3	13	-	1	-	1	7	6
91%	91%	-%	100%	100%	-%	77%	-%	100%	91%	-%	100%	-%	100%	85%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	5	1	2	1	4	7	-	4	7	4	5	-	1	-	-	-
Weighted total	15	9	2	1	*	7	8	-	7	8	8	5	-	*	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-
	9%	-%	-%	-%	-%	-%	16%	-%	-%	16%	-%	-%	-%	-%	-%	-%	-%
Quite high	10	6	2	1	-	5	5	-	5	5	6	4	-	-	-	-	-
	70%	69%	100%	100%	-%	77%	62%	-%	77%	62%	80%	75%	-%	-%	-%	-%	-%
Very high	3	3	-	-	*	2	2	-	2	2	2	1	-	*	-	-	-
	22%	31%	-%	-%	100%	23%	21%	-%	23%	21%	20%	25%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	9	2	1	*	7	6	-	7	6	8	5	-	*	-	-	-
	91%	100%	100%	100%	100%	100%	84%	-%	100%	84%	100%	100%	-%	100%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	11	6	-	2	2	1	4	7	4	7	-	9	2
Weighted total	15	11	-	1	3	*	6	9	5	10	-	13	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	1	-	-	1	-	1	-	-	1
	9%	-%	-%	-%	50%	-%	-%	14%	-%	13%	-%	-%	73%
Quite high	10	10	-	*	-	*	4	6	3	7	-	10	*
	70%	86%	-%	57%	-%	100%	73%	67%	67%	71%	-%	75%	27%
Very high	3	2	-	*	1	-	2	2	2	2	-	3	-
	22%	14%	-%	43%	50%	-%	27%	19%	33%	16%	-%	25%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	11	-	1	1	*	6	8	5	9	-	13	*
	91%	100%	-%	100%	50%	100%	100%	86%	100%	87%	-%	100%	27%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	11	7	1	3	8	6	8	10	3	5	8	8	-	3	7	8	2
Weighted total	15	10	2	3	10	6	10	13	4	8	13	10	-	4	8	10	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	1	-	-	-	1	-	1	1	1	-	-	1	-	-
	9%	-%	-%	46%	-%	-%	-%	10%	-%	16%	10%	12%	-%	-%	16%	-%	-%
Quite high	10	8	2	*	8	4	8	10	4	5	10	7	-	3	4	8	2
	70%	81%	100%	7%	80%	65%	80%	78%	100%	68%	77%	71%	-%	65%	47%	80%	100%
Very high	3	2	-	1	2	2	2	-	-	1	2	2	-	2	3	2	-
	22%	19%	-%	47%	20%	35%	20%	13%	-%	16%	12%	16%	-%	35%	37%	20%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	10	2	1	10	6	10	12	4	7	11	9	-	4	6	10	2
	91%	100%	100%	54%	100%	100%	100%	90%	100%	84%	90%	88%	-%	100%	84%	100%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 160 (continuation)

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The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	11	7	5	2	1	6	11	8	11	10	11	-	7	11	2	4	7	-
Weighted total	15	9	6	2	*	11	15	10	15	13	15	-	9	15	2	4	11	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	-	-	-	-	-	1	-	1	-	1	-	-	1	-	1	-	-
	9%	-%	-%	-%	-%	-%	9%	-%	9%	-%	9%	-%	-%	9%	-%	35%	-%	-%
Quite high	10	7	6	2	*	8	10	8	10	10	10	-	8	10	2	2	8	-
	70%	79%	94%	82%	100%	73%	70%	80%	70%	76%	70%	-%	86%	70%	100%	65%	71%	-%
Very high	3	2	*	*	-	3	3	2	3	3	3	-	1	3	-	-	3	-
	22%	21%	6%	18%	-%	27%	22%	20%	22%	24%	22%	-%	14%	22%	-%	-%	29%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	9	6	2	*	11	13	10	13	13	13	-	9	13	2	2	11	-
	91%	100%	100%	100%	100%	100%	91%	100%	91%	100%	91%	-%	100%	91%	100%	65%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	8	1	2	6	5	11	-	6	-	2	7	3	8
Weighted total	15	11	*	3	9	6	15	-	7	-	4	9	4	10
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	1	1	-	-	-	-	-	-	1
	9%	11%	-%	-%	-%	21%	9%	-%	-%	-%	-%	-%	-%	12%
Quite high	10	10	*	-	7	3	10	-	3	-	4	6	4	6
	70%	86%	100%	-%	78%	58%	70%	-%	52%	-%	100%	65%	100%	57%
Very high	3	*	-	3	2	1	3	-	3	-	-	3	-	3
	22%	3%	-%	100%	22%	21%	22%	-%	48%	-%	-%	35%	-%	31%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	13	10	*	3	9	5	13	-	7	-	4	9	4	9
	91%	89%	100%	100%	100%	79%	91%	-%	100%	-%	100%	100%	100%	88%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

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Table 160 (continuation) Page 1461

The price of the postal services provided by UK Mail in the last 12 months (QOP44. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UK Mail on each of the following aspects:)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		*a	*b	*a	*b	*c	*d
Significance Level: 95%	11	9	1	4	3	3	1
Unweighted total	15	13	2	5	4	5	*
Weighted total							
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	1	1	-	-	-	1	-
	9%	10%	-%	-%	-%	28%	-%
Quite high	10	8	2	4	3	3	*
	70%	65%	100%	69%	64%	72%	100%
Very high	3	3	-	2	2	-	-
	22%	25%	-%	31%	36%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	13	12	2	5	4	3	*
	91%	90%	100%	100%	100%	72%	100%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		^a	^b	^c	^d	^e	^f	^g	^h	ⁱ	^j	^k	^l	m
	38	4	4	4	2	2	4	3	5	2	2	4	2	30
	43	5	3	8	1	2	7	6	6	1	1	2	1	40
	2	-	-	-	-	-	2	-	-	-	-	-	-	2
	6%	-%	-%	-%	-%	-%	33%	-%	-%	-%	-%	-%	-%	6%
	3	-	-	-	-	-	2	-	-	-	*	-	-	2
	7%	-%	-%	-%	-%	-%	33%	-%	-%	-%	49%	-%	-%	6%
	8	2	-	2	-	1	2	-	*	-	-	-	*	8
	19%	34%	-%	30%	-%	85%	33%	-%	3%	-%	-%	-%	50%	20%
	16	3	*	5	*	-	-	6	-	-	*	*	*	15
	38%	66%	11%	68%	15%	-%	-%	100%	-%	-%	51%	26%	50%	37%
	8	-	-	*	1	*	*	-	4	1	-	1	-	8
	20%	-%	-%	2%	85%	15%	2%	-%	72%	88%	-%	48%	-%	19%

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Table 161 (continuation)

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The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	38	1	7	-	-	21	1	6	28	4	4	2	10	17	21
Weighted total	43	3	6	-	-	27	2	5	42	1	1	*	2	20	23
Very low	2	-	2	-	-	-	-	-	2	-	-	-	-	2	-
	6%	-%	38%	-%	-%	-%	-%	-%	6%	-%	-%	-%	-%	12%	-%
Quite low	3	-	-	-	-	3	-	-	3	-	-	-	-	*	2
	7%	-%	-%	-%	-%	11%	-%	-%	7%	-%	-%	-%	-%	2%	10%
Neither low nor high	8	-	-	-	-	7	-	1	8	-	-	*	*	3	6
	19%	-%	-%	-%	-%	26%	-%	24%	20%	-%	-%	48%	9%	13%	25%
Quite high	16	3	1	-	-	11	-	2	15	1	*	-	1	8	8
	38%	100%	13%	-%	-%	39%	-%	33%	37%	74%	50%	-%	49%	40%	36%
Very high	8	-	3	-	-	5	-	*	8	*	*	*	1	3	5
	20%	-%	46%	-%	-%	20%	-%	4%	19%	26%	28%	52%	32%	15%	23%
Don't Know (DO NOT READ OUT)	5	-	*	-	-	1	2	2	5	-	*	-	*	4	1
	12%	-%	3%	-%	-%	5%	100%	39%	12%	-%	22%	-%	10%	18%	6%
NET: High	25	3	4	-	-	16	-	2	23	1	1	*	1	11	14
	57%	100%	59%	-%	-%	59%	-%	37%	56%	100%	78%	52%	81%	55%	59%
NET: Low	5	-	2	-	-	3	-	-	5	-	-	-	-	3	2
	12%	-%	38%	-%	-%	11%	-%	-%	13%	-%	-%	-%	-%	14%	10%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 161 (continuation)

Page 1464

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	38	12	4	3	1	11	27	1	10	27	11	9	4	6	3	4	-
Weighted total	43	18	3	3	*	16	27	2	15	27	12	13	4	4	4	4	-
Very low	2	2	-	-	-	-	2	-	-	2	-	-	2	-	-	-	-
	6%	13%	-%	-%	-%	-%	9%	-%	-%	9%	-%	-%	59%	-%	-%	-%	-%
Quite low	3	2	*	-	-	2	*	-	2	*	2	-	-	*	-	-	-
	7%	13%	18%	-%	-%	15%	2%	-%	16%	2%	20%	-%	-%	12%	-%	-%	-%
Neither low nor high	8	4	-	2	-	2	6	-	2	6	2	4	-	2	-	-	-
	19%	24%	-%	79%	-%	13%	23%	-%	14%	23%	16%	32%	-%	62%	-%	-%	-%
Quite high	16	6	-	1	-	3	13	-	3	13	2	4	1	*	3	3	-
	38%	34%	-%	21%	-%	18%	49%	-%	20%	49%	15%	31%	31%	9%	68%	83%	-%
Very high	8	3	2	-	-	4	4	-	4	4	3	3	*	*	1	*	-
	20%	15%	82%	-%	-%	28%	15%	-%	31%	15%	25%	25%	10%	12%	32%	5%	-%
Don't Know (DO NOT READ OUT)	5	-	-	-	*	4	1	2	3	1	3	2	-	*	-	*	-
	12%	-%	-%	-%	100%	27%	2%	100%	19%	2%	24%	12%	-%	5%	-%	12%	-%
NET: High	25	9	2	1	-	7	17	-	7	17	5	7	2	1	4	3	-
	57%	50%	82%	21%	-%	46%	64%	-%	50%	64%	40%	56%	41%	21%	100%	88%	-%
NET: Low	5	5	*	-	-	2	3	-	2	3	2	-	2	*	-	-	-
	12%	26%	18%	-%	-%	15%	11%	-%	16%	11%	20%	-%	59%	12%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 161 (continuation)

Page 1465

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	38	14	4	4	4	10	21	17	15	23	-	35	3
Weighted total	43	18	1	5	6	12	24	19	18	25	-	40	4
Very low	2	-	-	2	-	-	-	2	-	2	-	2	-
	6%	-%	-%	51%	-%	-%	-%	12%	-%	9%	-%	6%	-%
Quite low	3	3	-	-	-	-	3	-	3	-	-	3	-
	7%	16%	-%	-%	-%	-%	12%	-%	16%	-%	-%	7%	-%
Neither low nor high	8	6	-	-	-	2	6	3	4	4	-	8	-
	19%	32%	-%	-%	-%	20%	24%	13%	25%	15%	-%	21%	-%
Quite high	16	3	1	1	3	9	7	9	7	10	-	13	4
	38%	16%	51%	14%	53%	75%	29%	48%	38%	37%	-%	32%	100%
Very high	8	2	1	2	3	-	5	4	2	7	-	8	-
	20%	11%	49%	35%	47%	-%	20%	19%	10%	26%	-%	21%	-%
Don't Know (DO NOT READ OUT)	5	4	-	-	-	1	4	1	2	3	-	5	-
	12%	25%	-%	-%	-%	5%	15%	7%	11%	12%	-%	13%	-%
NET: High	25	5	1	2	6	9	12	13	9	16	-	21	4
	57%	27%	100%	49%	100%	75%	49%	67%	48%	64%	-%	53%	100%
NET: Low	5	3	-	2	-	-	3	2	3	2	-	5	-
	12%	16%	-%	51%	-%	-%	12%	12%	16%	9%	-%	13%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 161 (continuation)

Page 1466

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	38	14	7	17	34	28	34	33	16	19	26	29	1	6	27	33	12
Weighted total	43	17	12	14	35	29	35	36	16	20	30	35	2	5	30	33	8
Very low	2	-	2	-	2	2	2	2	-	2	2	2	-	-	-	2	-
	6%	-%	20%	-%	7%	8%	7%	7%	-%	12%	8%	7%	-%	-%	-%	7%	-%
Quite low	3	*	2	-	*	*	*	3	2	*	3	3	-	-	3	*	*
	7%	3%	20%	-%	1%	2%	1%	8%	15%	2%	9%	8%	-%	-%	9%	1%	6%
Neither low nor high	8	3	3	3	7	7	7	7	4	3	4	5	2	1	4	7	4
	19%	16%	21%	21%	20%	23%	20%	19%	25%	15%	15%	15%	100%	28%	14%	21%	54%
Quite high	16	6	3	7	12	11	12	13	6	7	9	16	-	*	15	12	1
	38%	35%	26%	50%	33%	39%	33%	37%	38%	36%	30%	45%	-%	10%	51%	35%	11%
Very high	8	3	2	4	8	5	8	7	3	5	8	5	-	2	5	8	2
	20%	19%	13%	25%	24%	17%	24%	19%	19%	24%	26%	15%	-%	35%	18%	25%	21%
Don't Know (DO NOT READ OUT)	5	5	-	*	5	3	5	4	1	2	3	4	-	1	2	3	1
	12%	26%	-%	3%	14%	12%	14%	10%	4%	11%	11%	11%	-%	27%	7%	10%	8%
NET: High	25	10	5	10	20	16	20	20	9	12	17	21	-	2	21	20	2
	57%	55%	39%	76%	57%	55%	57%	56%	56%	59%	56%	60%	-%	46%	69%	60%	32%
NET: Low	5	*	5	-	3	3	3	5	2	3	5	5	-	-	3	3	*
	12%	3%	40%	-%	8%	10%	8%	15%	15%	15%	17%	15%	-%	-%	9%	9%	6%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 161 (continuation)

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The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b			c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	38	27	20	-	1	34	38	35	38	36	38	-	27	37	12	13	23	2
Weighted total	43	29	22	-	2	37	43	40	43	40	43	-	29	42	14	10	30	3
Very low	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	6%	-%	11%	-%	-%	6%	6%	6%	6%	6%	6%	-%	-%	6%	-%	-%	8%	-%
Quite low	3	*	-	-	-	3	3	3	3	3	3	-	3	3	2	*	2	-
	7%	2%	-%	-%	-%	8%	7%	7%	7%	7%	7%	-%	10%	7%	17%	4%	8%	-%
Neither low nor high	8	7	5	-	2	6	8	8	8	7	8	-	4	8	4	-	8	-
	19%	24%	21%	-%	100%	16%	19%	21%	19%	17%	19%	-%	15%	20%	30%	-%	28%	-%
Quite high	16	11	11	-	-	13	16	14	16	16	16	-	10	16	7	6	7	3
	38%	37%	49%	-%	-%	34%	38%	36%	38%	40%	38%	-%	34%	39%	50%	61%	23%	100%
Very high	8	7	4	-	-	8	8	8	8	8	8	-	8	8	*	3	6	-
	20%	25%	18%	-%	-%	23%	20%	21%	20%	21%	20%	-%	28%	20%	1%	29%	19%	-%
Don't Know (DO NOT READ OUT)	5	3	*	-	-	5	5	3	5	3	5	-	4	3	*	1	4	-
	12%	12%	1%	-%	-%	14%	12%	9%	12%	9%	12%	-%	13%	8%	1%	6%	15%	-%
NET: High	25	18	15	-	-	21	25	23	25	25	25	-	18	25	7	9	12	3
	57%	62%	67%	-%	-%	57%	57%	57%	57%	62%	57%	-%	61%	59%	52%	89%	41%	100%
NET: Low	5	*	2	-	-	5	5	5	5	5	5	-	3	5	2	*	5	-
	12%	2%	11%	-%	-%	14%	12%	13%	12%	13%	12%	-%	10%	13%	17%	4%	16%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	38	7	8	22	24	14	35	3	25	3	8	27	7	31
Weighted total	43	5	7	29	24	19	41	2	32	4	10	30	9	35
Very low	2	-	2	-	-	2	2	-	2	-	2	-	2	-
	6%	-%	34%	-%	-%	13%	6%	-%	8%	-%	24%	-%	28%	-%
Quite low	3	-	*	2	*	2	3	-	2	-	*	2	-	3
	7%	-%	6%	8%	2%	13%	7%	-%	8%	-%	5%	8%	-%	8%
Neither low nor high	8	-	-	6	3	5	8	*	7	1	1	7	2	6
	19%	-%	-%	21%	14%	26%	19%	21%	21%	31%	13%	24%	28%	17%
Quite high	16	3	4	10	12	5	16	-	11	-	*	12	*	16
	38%	56%	50%	34%	47%	25%	40%	-%	36%	-%	5%	41%	3%	46%
Very high	8	1	*	8	6	3	7	2	7	2	3	6	4	5
	20%	11%	3%	27%	25%	13%	16%	79%	21%	39%	25%	20%	42%	14%
Don't Know (DO NOT READ OUT)	5	2	*	3	3	2	5	-	2	1	3	2	-	5
	12%	33%	7%	10%	12%	11%	12%	-%	7%	30%	28%	7%	-%	14%
NET: High	25	4	4	17	17	7	23	2	18	2	3	18	4	21
	57%	67%	53%	61%	72%	38%	56%	79%	57%	39%	30%	61%	44%	60%
NET: Low	5	-	3	2	*	5	5	-	5	-	3	2	2	3
	12%	-%	40%	8%	2%	25%	13%	-%	15%	-%	29%	8%	28%	8%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 161 (continuation)

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The price of the postal services provided by UPS in the last 12 months (QOP45. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate UPS on each of the following aspects:)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ
OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	*a	*b	*c	*d
38	35	1	8	7	5	18
43	41	2	11	9	8	16
2	-	2	-	-	-	2
6%	-%	100%	-%	-%	-%	15%
3	3	-	*	-	-	2
7%	7%	-%	4%	-%	-%	15%
8	8	-	4	2	-	3
19%	21%	-%	35%	17%	-%	19%
16	16	-	4	3	6	3
38%	40%	-%	37%	30%	79%	22%
8	8	-	1	2	2	4
20%	21%	-%	12%	19%	21%	24%
5	5	-	1	3	-	1
12%	12%	-%	12%	34%	-%	4%
25	25	-	5	5	8	7
57%	61%	-%	49%	49%	100%	46%
5	3	2	*	-	-	5
12%	7%	100%	4%	-%	-%	31%

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Table 162

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The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	9	-	1	-	3	1	-	-	1	1	2	-	-	7
Weighted total	7	-	1	-	2	*	-	-	2	1	1	-	-	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	5%	-%	-%	-%	-%	100%	-%	-%	-%	-%	22%	-%	-%	3%
Neither low nor high	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	3%	-%	-%	-%	13%	-%	-%	-%	-%	-%	-%	-%	-%	4%
Quite high	4	-	1	-	-	-	-	-	2	1	-	-	-	4
	64%	-%	100%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	70%
Very high	2	-	-	-	1	-	-	-	-	-	*	-	-	1
	28%	-%	-%	-%	87%	-%	-%	-%	-%	-%	78%	-%	-%	23%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	-	1	-	1	-	-	-	2	1	*	-	-	6
	92%	-%	100%	-%	87%	-%	-%	-%	100%	100%	78%	-%	-%	94%
NET: Low	*	-	-	-	-	*	-	-	-	-	*	-	-	*
	5%	-%	-%	-%	-%	100%	-%	-%	-%	-%	22%	-%	-%	3%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Ofcom; Business Postal Tracker

Table 162 (continuation)

Page 1471

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	9	-	2	-	1	3	-	2	5	3	1	-	4	6	3
Weighted total	7	-	2	-	*	3	-	*	6	*	*	-	1	4	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	*	-	*	-	*	-	-	*	*	-
	5%	-%	-%	-%	-%	6%	-%	37%	-%	64%	-%	-%	44%	9%	-%
Neither low nor high	*	-	-	-	-	-	-	*	-	-	*	-	*	*	-
	3%	-%	-%	-%	-%	-%	-%	63%	-%	-%	100%	-%	32%	6%	-%
Quite high	4	-	1	-	-	2	-	-	4	-	-	-	-	1	3
	64%	-%	89%	-%	-%	53%	-%	-%	72%	-%	-%	-%	-%	36%	95%
Very high	2	-	*	-	*	1	-	-	2	*	-	-	*	2	*
	28%	-%	11%	-%	100%	41%	-%	-%	28%	36%	-%	-%	25%	49%	5%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	-	2	-	*	3	-	-	6	*	-	-	*	3	3
	92%	-%	100%	-%	100%	94%	-%	-%	100%	36%	-%	-%	25%	85%	100%
NET: Low	*	-	-	-	-	*	-	*	-	*	-	-	*	*	-
	5%	-%	-%	-%	-%	6%	-%	37%	-%	64%	-%	-%	44%	9%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 162 (continuation)

Page 1472

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	9	5	-	1	1	3	6	-	3	6	3	3	-	2	-	1	-
Weighted total	7	3	-	1	2	4	3	-	4	3	4	2	-	1	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	5%	4%	-%	-%	-%	-%	10%	-%	-%	10%	-%	20%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	3%	-%	-%	-%	-%	-%	7%	-%	-%	7%	-%	-%	-%	-%	-%	100%	-%
Quite high	4	1	-	1	2	3	1	-	3	1	3	1	-	-	-	-	-
	64%	41%	-%	100%	100%	87%	39%	-%	87%	39%	87%	80%	-%	-%	-%	-%	-%
Very high	2	2	-	-	-	*	1	-	*	1	*	-	-	1	-	-	-
	28%	55%	-%	-%	-%	13%	44%	-%	13%	44%	13%	-%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	3	-	1	2	4	3	-	4	3	4	1	-	1	-	-	-
	92%	96%	-%	100%	100%	100%	83%	-%	100%	83%	100%	80%	-%	100%	-%	-%	-%
NET: Low	*	*	-	-	-	-	*	-	-	*	-	*	-	-	-	-	-
	5%	4%	-%	-%	-%	-%	10%	-%	-%	10%	-%	20%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 162 (continuation)

Page 1473

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	9	5	2	1	1	4	5	4	5	-	8	1
Weighted total	7	4	1	1	*	2	5	2	5	-	5	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	-	-	*	*	*	*	-	*	-
	5%	3%	12%	-%	-%	6%	4%	6%	4%	-%	6%	-%
Neither low nor high	*	*	-	-	-	*	-	*	-	-	*	-
	3%	6%	-%	-%	-%	11%	-%	11%	-%	-%	4%	-%
Quite high	4	3	-	1	-	-	4	-	4	-	3	1
	64%	79%	-%	100%	-%	-%	93%	-%	93%	-%	54%	100%
Very high	2	*	1	-	*	2	*	2	*	-	2	-
	28%	12%	88%	-%	100%	83%	4%	83%	4%	-%	36%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	4	1	1	*	2	5	2	5	-	5	1
	92%	91%	88%	100%	100%	83%	96%	83%	96%	-%	90%	100%
NET: Low	*	*	*	-	-	*	*	*	*	-	*	-
	5%	3%	12%	-%	-%	6%	4%	6%	4%	-%	6%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	9	4	1	4	7	7	8	7	5	4	5	8	-	1	4	8	2
Weighted total	7	4	*	3	4	5	5	5	3	3	4	6	-	*	2	5	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	*	*	*	*	*	*	*	*	*	-	-	-	*	-
	5%	5%	-%	5%	8%	3%	6%	3%	5%	6%	5%	5%	-%	-%	-%	6%	-%
Neither low nor high	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	*	-
	3%	-%	-%	8%	5%	4%	4%	4%	6%	-%	-%	4%	-%	-%	10%	4%	-%
Quite high	4	3	-	1	3	3	3	3	3	1	3	4	-	-	1	3	1
	64%	83%	-%	44%	71%	56%	54%	56%	83%	44%	78%	69%	-%	-%	59%	54%	50%
Very high	2	*	*	1	1	2	2	2	*	1	1	1	-	*	1	2	1
	28%	13%	100%	44%	16%	37%	36%	37%	5%	50%	17%	23%	-%	100%	30%	36%	50%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	4	*	3	4	5	5	5	3	3	4	6	-	*	2	5	3
	92%	95%	100%	88%	87%	93%	90%	92%	89%	94%	95%	92%	-%	100%	90%	90%	100%
NET: Low	*	*	-	*	*	*	*	*	*	*	*	*	-	-	-	*	-
	5%	5%	-%	5%	8%	3%	6%	3%	5%	6%	5%	5%	-%	-%	-%	6%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 162 (continuation)

Page 1475

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	9	6	4	-	-	7	9	8	9	8	9	-	5	9	2	5	3	1
Weighted total	7	4	3	-	-	4	7	5	7	7	7	-	4	7	2	4	1	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	*	-
	5%	3%	6%	-%	-%	8%	5%	6%	5%	2%	5%	-%	4%	5%	-%	3%	21%	-%
Neither low nor high	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-
	3%	6%	-%	-%	-%	6%	3%	4%	3%	3%	3%	-%	6%	3%	13%	5%	-%	-%
Quite high	4	3	1	-	-	1	4	3	4	4	4	-	3	4	1	3	-	2
	64%	74%	40%	-%	-%	34%	64%	54%	64%	66%	64%	-%	76%	64%	87%	63%	-%	100%
Very high	2	1	2	-	-	2	2	2	2	2	2	-	*	2	-	1	1	-
	28%	17%	55%	-%	-%	52%	28%	36%	28%	29%	28%	-%	13%	28%	-%	29%	79%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	4	3	-	-	3	6	5	6	6	6	-	3	6	1	4	1	2
	92%	91%	94%	-%	-%	86%	92%	90%	92%	95%	92%	-%	90%	92%	87%	92%	79%	100%
NET: Low	*	*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	*	-
	5%	3%	6%	-%	-%	8%	5%	6%	5%	2%	5%	-%	4%	5%	-%	3%	21%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	9	2	3	4	5	4	9	-	6	1	3	5	1	8
Weighted total	7	3	2	2	4	3	7	-	3	2	3	2	*	7
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	5%	-%	20%	-%	-%	10%	5%	-%	9%	-%	-%	14%	-%	5%
Neither low nor high	*	-	-	*	*	-	*	-	-	-	*	-	-	*
	3%	-%	-%	10%	6%	-%	3%	-%	-%	-%	7%	-%	-%	3%
Quite high	4	3	1	-	3	1	4	-	1	2	2	1	-	4
	64%	100%	80%	-%	77%	48%	64%	-%	36%	100%	53%	57%	-%	66%
Very high	2	-	-	2	1	1	2	-	2	-	1	1	*	2
	28%	-%	-%	90%	17%	42%	28%	-%	55%	-%	40%	29%	100%	26%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	6	3	1	2	4	3	6	-	3	2	3	2	*	6
	92%	100%	80%	90%	94%	90%	92%	-%	91%	100%	93%	86%	100%	92%
NET: Low	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	5%	-%	20%	-%	-%	10%	5%	-%	9%	-%	-%	14%	-%	5%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 162 (continuation)

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The price of the postal services provided by Yodel in the last 12 months (QOP46. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Yodel on each of the following aspects:)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ
OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
9	8	-	1	2	2	4
7	7	-	1	2	2	2
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
*	*	-	-	-	*	*
5%	3%	-%	-%	-%	8%	8%
*	*	-	-	*	-	-
3%	3%	-%	-%	13%	-%	-%
4	4	-	1	1	2	-
64%	65%	-%	100%	87%	92%	-%
2	2	-	-	-	-	2
28%	29%	-%	-%	-%	-%	92%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
6	6	-	1	1	2	2
92%	94%	-%	100%	87%	92%	92%
*	*	-	-	-	*	*
5%	3%	-%	-%	-%	8%	8%

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	52	5	3	3	4	5	5	2	4	3	5	6	7	34
Weighted total	61	6	5	8	4	5	11	5	5	4	2	2	3	53
Very low	3	-	-	-	-	-	3	-	-	-	-	-	-	3
	4%	-%	-%	-%	-%	-%	23%	-%	-%	-%	-%	-%	-%	5%
Quite low	5	-	2	2	-	-	-	-	-	-	-	-	*	4
	8%	-%	36%	30%	-%	-%	-%	-%	-%	-%	-%	-%	16%	8%
Neither low nor high	22	3	-	-	1	4	5	3	3	-	1	1	*	19
	35%	48%	-%	-%	31%	73%	49%	51%	65%	-%	41%	37%	14%	36%
Quite high	14	3	3	3	1	*	-	-	-	1	*	*	1	12
	22%	52%	64%	38%	31%	3%	-%	-%	-%	32%	19%	5%	42%	22%
Very high	18	-	-	3	1	1	3	2	2	3	1	1	1	15
	30%	-%	-%	32%	37%	24%	29%	49%	32%	68%	40%	38%	29%	29%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	-	-	*	-	-	*	-	*
	1%	-%	-%	-%	-%	-%	-%	-%	3%	-%	-%	20%	-%	1%
NET: High	31	3	3	6	3	1	3	2	2	4	1	1	2	27
	52%	52%	64%	70%	69%	27%	29%	49%	32%	100%	59%	43%	71%	51%
NET: Low	7	-	2	2	-	-	3	-	-	-	-	-	*	7
	12%	-%	36%	30%	-%	-%	23%	-%	-%	-%	-%	-%	16%	12%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Ofcom; Business Postal Tracker

Table 163 (continuation)

Page 1479

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	*a	*b
Unweighted total	52	4	12	-	2	17	1	14	46	5	-	1	6	29	23
Weighted total	61	6	12	-	1	24	2	14	60	1	-	*	1	34	27
Very low	3	-	-	-	-	3	-	-	3	-	-	-	-	3	-
	4%	-%	-%	-%	-%	11%	-%	-%	4%	-%	-%	-%	-%	8%	-%
Quite low	5	-	-	-	-	*	2	2	5	-	-	-	-	4	*
	8%	-%	-%	-%	-%	2%	100%	17%	8%	-%	-%	-%	-%	12%	2%
Neither low nor high	22	4	2	-	*	10	-	4	22	-	-	-	-	9	12
	35%	71%	14%	-%	68%	43%	-%	26%	36%	-%	-%	-%	-%	28%	45%
Quite high	14	1	5	-	*	3	-	2	13	*	-	-	*	7	7
	22%	21%	43%	-%	32%	15%	-%	15%	22%	55%	-%	-%	45%	20%	25%
Very high	18	*	5	-	-	7	-	5	18	*	-	*	*	10	8
	30%	8%	41%	-%	-%	30%	-%	38%	29%	26%	-%	100%	40%	30%	28%
Don't Know (DO NOT READ OUT)	1	-	*	-	-	-	-	*	*	*	-	-	*	1	-
	1%	-%	1%	-%	-%	-%	-%	3%	1%	19%	-%	-%	16%	2%	-%
NET: High	31	2	10	-	*	10	-	8	31	1	-	*	1	17	15
	52%	29%	84%	-%	32%	44%	-%	53%	51%	81%	-%	100%	84%	50%	54%
NET: Low	7	-	-	-	-	3	2	2	7	-	-	-	-	7	*
	12%	-%	-%	-%	-%	13%	100%	17%	12%	-%	-%	-%	-%	20%	2%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	52	22	5	3	-	25	27	5	20	27	21	15	7	1	2	2	-
Weighted total	61	31	5	3	-	29	32	7	22	32	30	14	4	*	2	1	-
Very low	3	3	-	-	-	-	3	-	-	3	-	-	-	-	-	-	-
	4%	8%	-%	-%	-%	-%	8%	-%	-%	8%	-%	-%	-%	-%	-%	-%	-%
Quite low	5	4	*	-	-	4	*	2	2	*	4	-	-	-	*	-	-
	8%	13%	9%	-%	-%	14%	1%	37%	7%	1%	14%	-%	-%	-%	27%	-%	-%
Neither low nor high	22	11	-	2	-	11	11	4	7	11	10	7	3	-	-	-	-
	35%	35%	-%	49%	-%	37%	34%	56%	31%	34%	35%	49%	68%	-%	-%	-%	-%
Quite high	14	5	*	2	-	4	9	-	4	9	6	4	1	*	-	-	-
	22%	16%	6%	51%	-%	15%	29%	-%	20%	29%	19%	26%	19%	100%	-%	-%	-%
Very high	18	9	4	-	-	10	8	*	9	8	10	3	*	-	1	*	-
	30%	28%	85%	-%	-%	34%	26%	7%	42%	26%	32%	25%	9%	-%	73%	28%	-%
Don't Know (DO NOT READ OUT)	1	-	-	-	-	-	1	-	-	1	-	-	*	-	-	*	-
	1%	-%	-%	-%	-%	-%	2%	-%	-%	2%	-%	-%	4%	-%	-%	72%	-%
NET: High	31	14	5	2	-	14	17	*	14	17	15	7	1	*	1	*	-
	52%	44%	91%	51%	-%	49%	54%	7%	61%	54%	51%	51%	28%	100%	73%	28%	-%
NET: Low	7	7	*	-	-	4	3	2	2	3	4	-	-	-	*	-	-
	12%	21%	9%	-%	-%	14%	9%	37%	7%	9%	14%	-%	-%	-%	27%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 163 (continuation)

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The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%													
Unweighted total	52	28	6	3	7	6	41	11	37	15	-	49	3
Weighted total	61	33	5	3	9	9	47	14	42	18	-	56	5
Very low	3	-	-	-	3	-	3	-	3	-	-	3	-
	4%	-%	-%	-%	28%	-%	5%	-%	6%	-%	-%	5%	-%
Quite low	5	4	-	*	-	-	5	-	5	-	-	5	-
	8%	12%	-%	16%	-%	-%	10%	-%	11%	-%	-%	8%	-%
Neither low nor high	22	16	*	1	1	3	19	3	17	4	-	20	1
	35%	48%	8%	42%	14%	30%	39%	22%	40%	24%	-%	36%	27%
Quite high	14	5	1	1	3	3	5	9	5	9	-	10	3
	22%	15%	18%	42%	28%	38%	10%	66%	11%	49%	-%	19%	65%
Very high	18	8	4	-	3	2	16	2	13	5	-	18	*
	30%	25%	74%	-%	30%	27%	34%	12%	30%	27%	-%	31%	9%
Don't Know (DO NOT READ OUT)	1	*	-	-	-	*	1	-	1	-	-	1	-
	1%	%	-%	-%	-%	5%	1%	-%	1%	-%	-%	1%	-%
NET: High	31	13	5	1	5	6	21	11	18	14	-	28	3
	52%	40%	92%	42%	58%	65%	44%	78%	41%	76%	-%	50%	73%
NET: Low	7	4	-	*	3	-	7	-	7	-	-	7	-
	12%	12%	-%	16%	28%	-%	15%	-%	17%	-%	-%	13%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 163 (continuation)

Page 1482

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	g	a	*b	*c	*a	b	*c
Unweighted total	52	19	9	24	42	36	45	43	20	23	38	34	-	16	23	45	13
Weighted total	61	23	13	26	39	37	46	54	21	25	35	42	-	18	25	47	13
Very low	3	-	-	3	-	-	-	3	-	-	-	3	-	-	-	3	-
	4%	-%	-%	10%	-%	-%	-%	5%	-%	-%	-%	6%	-%	-%	-%	5%	-%
Quite low	5	2	2	*	5	5	5	5	2	*	2	*	-	4	2	5	-
	8%	11%	13%	2%	12%	12%	10%	8%	10%	2%	6%	1%	-%	23%	8%	10%	-%
Neither low nor high	22	8	6	7	16	14	18	18	11	9	20	12	-	9	7	16	4
	35%	38%	46%	29%	42%	38%	39%	34%	53%	36%	57% d	30%	-%	51%	29%	35%	29%
Quite high	14	5	3	5	10	8	10	13	5	6	8	11	-	2	10	10	4
	22%	24%	26%	19%	27%	20%	23%	24%	23%	25%	21%	26%	-%	13%	40%	22%	29%
Very high	18	6	2	10	7	10	12	15	2	9	5	15	-	2	5	12	5
	30%	28%	15%	38%	18%	28%	26%	27%	11%	35%	13%	37%	-%	12%	21%	26%	38%
Don't Know (DO NOT READ OUT)	1	-	-	1	1	1	1	1	1	*	1	*	-	*	*	1	*
	1%	-%	-%	2%	2%	2%	1%	1%	3%	2%	2%	1%	-%	1%	2%	1%	4%
NET: High	31	12	5	15	17	18	22	28	7	15	12	26	-	4	15	22	9
	52%	52%	41%	57%	45%	48%	49%	52%	34%	60%	35%	62%	-%	25%	61%	48%	67%
NET: Low	7	2	2	3	5	5	5	7	2	*	2	3	-	4	2	7	-
	12%	11%	13%	12%	12%	12%	10%	13%	10%	2%	6%	7%	-%	23%	8%	15%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 163 (continuation)

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The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	*b	*c
Unweighted total	52	36	28	7	4	39	51	44	51	49	52	-	37	51	12	16	26	10
Weighted total	61	39	28	11	6	41	60	50	60	57	61	-	44	60	13	24	26	11
Very low	3	3	-	-	-	3	3	3	3	3	3	-	-	3	-	3	-	-
	4%	7%	-%	-%	-%	6%	4%	5%	4%	4%	4%	-%	-%	4%	-%	11%	-%	-%
Quite low	5	4	2	2	2	*	5	5	5	5	5	-	4	5	3	*	2	2
	8%	11%	7%	16%	41%	1%	8%	9%	8%	8%	8%	-%	9%	8%	23%	2%	9%	15%
Neither low nor high	22	13	11	4	3	14	22	19	22	18	22	-	16	22	8	4	13	5
	35%	34%	40%	42%	52%	35%	36%	37%	36%	32%	35%	-%	37%	36%	62%	15%	51%	41%
Quite high	14	8	9	2	-	9	14	14	14	14	14	-	9	14	1	4	5	4
	22%	20%	30%	16%	-%	22%	22%	27%	22%	24%	22%	-%	20%	22%	10%	18%	21%	35%
Very high	18	11	6	3	*	14	17	10	17	18	18	-	14	17	1	12	5	1
	30%	28%	21%	27%	7%	35%	29%	20%	29%	31%	30%	-%	32%	29%	5%	52%	18%	7%
Don't Know (DO NOT READ OUT)	1	1	*	-	-	1	1	1	1	1	1	-	1	1	-	*	-	*
	1%	2%	1%	-%	-%	2%	1%	1%	1%	1%	1%	-%	1%	1%	-%	2%	-%	1%
NET: High	31	18	15	4	*	23	31	24	31	31	31	-	23	31	2	17	10	5
	52%	47%	52%	43%	7%	56%	51%	47%	51%	55%	52%	-%	53%	51%	15%	70%	39%	42%
NET: Low	7	7	2	2	2	3	7	7	7	7	7	-	4	7	3	3	2	2
	12%	17%	7%	16%	41%	7%	12%	14%	12%	12%	12%	-%	9%	12%	23%	13%	9%	15%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 163 (continuation)

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The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	*a	b	*a	b
Unweighted total	52	9	12	31	37	15	48	4	37	1	13	36	6	46
Weighted total	61	12	11	37	45	15	57	4	44	*	14	42	6	54
Very low	3	-	-	3	3	-	3	-	3	-	-	3	-	3
	4%	-%	-%	7%	6%	-%	4%	-%	6%	-%	-%	6%	-%	5%
Quite low	5	-	-	5	5	-	5	-	2	-	*	4	*	4
	8%	-%	-%	12%	10%	-%	8%	-%	4%	-%	3%	10%	7%	8%
Neither low nor high	22	3	4	14	15	6	20	2	17	*	6	14	2	19
	35%	26%	38%	38%	34%	41%	35%	44%	39%	100%	43%	34%	36%	35%
Quite high	14	1	3	10	13	1	14	-	8	-	4	6	1	12
	22%	5%	30%	26%	28%	4%	24%	-%	18%	-%	31%	15%	20%	23%
Very high	18	8	3	6	10	8	16	2	14	-	3	14	2	16
	30%	70%	28%	17%	22%	51%	28%	56%	32%	-%	22%	34%	38%	29%
Don't Know (DO NOT READ OUT)	1	-	*	*	-	1	1	-	1	-	*	*	-	1
	1%	-%	4%	*%	-%	4%	1%	-%	1%	-%	1%	1%	-%	1%
NET: High	31	9	7	16	23	8	29	2	22	-	7	21	4	28
	52%	74%	58%	43%	51%	55%	52%	56%	50%	-%	53%	49%	57%	51%
NET: Low	7	-	-	7	7	-	7	-	4	-	*	7	*	7
	12%	-%	-%	19%	16%	-%	12%	-%	10%	-%	3%	16%	7%	12%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

The price of the postal services provided by Parcelforce in the last 12 months (QOP47. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Parcelforce on each of the following aspects:)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	*b	*a	*b	*c	*d
Unweighted total	52	48	-	8	11	17	16
Weighted total	61	56	-	11	12	21	16
Very low	3	3	-	-	3	-	-
	4%	5%	-%	-%	20%	-%	-%
Quite low	5	2	-	2	-	2	*
	8%	4%	-%	23%	-%	8%	3%
Neither low nor high	22	19	-	2	4	8	7
	35%	34%	-%	16%	35%	37%	47%
Quite high	14	14	-	3	1	7	3
	22%	24%	-%	27%	5%	32%	19%
Very high	18	18	-	4	5	5	5
	30%	32%	-%	34%	40%	22%	28%
Don't Know (DO NOT READ OUT)	1	1	-	-	-	*	*
	1%	1%	-%	-%	-%	1%	3%
NET: High	31	31	-	7	6	12	8
	52%	56%	-%	62%	45%	54%	47%
NET: Low	7	5	-	2	3	2	*
	12%	8%	-%	23%	20%	8%	3%

Columns Tested: a,b - a,b,c,d

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Table 164

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The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	28	3	4	-	2	4	3	1	4	1	1	3	2	22
	36	4	5	-	3	5	7	3	6	*	*	1	1	33
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	2	2	-	-	-	-	-	-	-	-	-	-	-	2
	5%	37%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%
	7	3	*	-	-	1	-	3	-	-	-	-	-	7
	19%	63%	4%	-%	-%	24%	-%	100%	-%	-%	-%	-%	-%	20%
	27	-	5	-	3	4	7	-	6	*	*	1	*	25
	75%	-%	96%	-%	100%	76%	100%	-%	100%	100%	100%	100%	47%	75%
*	-	-	-	-	-	-	-	-	-	-	-	*	-	
1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	53%	-%	
33	3	5	-	3	5	7	3	6	*	*	1	*	32	
94%	63%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	47%	95%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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

Ofcom; Business Postal Tracker

Table 164 (continuation)

Page 1487

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	28	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Weighted total	36	1	6	1	1	12	1	6	25	3	-	-	3	15	13
Very low	36	*	9	2	1	13	2	8	35	*	-	-	*	18	18
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quite low	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	-	-	-	2	-	-	-	-	-	2
	5%	-%	-%	100%	-%	-%	-%	-%	5%	-%	-%	-%	-%	-%	9%
Quite high	7	-	5	-	1	-	-	*	7	*	-	-	*	4	3
	19%	-%	59%	-%	100%	-%	-%	2%	19%	34%	-%	-%	34%	22%	16%
Very high	27	*	3	-	-	13	2	8	26	*	-	-	*	14	13
	75%	100%	36%	-%	-%	100%	100%	98%	75%	66%	-%	-%	66%	78%	72%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	1%	-%	5%	-%	-%	-%	-	-%	1%	-%	-%	-%	-%	-%	3%
NET: High	33	*	9	-	1	13	2	8	33	*	-	-	*	18	15
	94%	100%	95%	-%	100%	100%	100%	100%	94%	100%	-%	-%	100%	100%	88%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	28	19	-	1	-	17	11	3	14	11	12	6	2	4	2	-	-
Weighted total	36	25	-	*	-	23	12	5	19	12	18	3	4	5	3	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	5%	-%	-%	-%	-%	7%	-%	36%	-%	-%	9%	-%	-%	-%	-%	-%	-%
Quite high	7	7	-	-	-	3	4	-	3	4	3	*	1	-	3	-	-
	19%	26%	-%	-%	-%	13%	31%	-%	16%	31%	15%	5%	34%	-%	92%	-%	-%
Very high	27	19	-	-	-	19	8	3	16	8	14	3	2	5	*	-	-
	75%	74%	-%	-%	-%	80%	65%	64%	84%	65%	76%	80%	66%	100%	8%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	1%	-%	-%	100%	-%	-%	4%	-%	-%	4%	-%	14%	-%	-%	-%	-%	-%
NET: High	33	25	-	-	-	22	12	3	19	12	17	3	4	5	3	-	-
	94%	100%	-%	-%	-%	93%	96%	64%	100%	96%	91%	86%	100%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 164 (continuation)

Page 1489

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	28	18	4	2	2	1	21	7	18	10	25	3
Weighted total	36	25	4	1	4	*	29	7	22	14	32	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	2	-	2	-	2	-
	5%	7%	-%	-%	-%	-%	6%	-%	8%	-%	5%	-%
Quite high	7	4	-	-	3	-	5	2	5	2	5	2
	19%	17%	-%	-%	62%	-%	18%	22%	24%	12%	16%	49%
Very high	27	19	4	1	2	-	22	5	15	12	25	2
	75%	76%	100%	100%	38%	-%	76%	71%	67%	88%	77%	51%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	*	*	-	*	-
	1%	-%	-%	-%	-%	100%	-%	7%	2%	-%	1%	-%
NET: High	33	23	4	1	4	-	27	7	20	14	30	3
	94%	93%	100%	100%	100%	-%	94%	93%	90%	100%	93%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 164 (continuation)

Page 1490

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	28	9	4	15	23	22	25	26	8	16	15	17	1	9	15	28	9
Weighted total	36	11	7	17	28	28	31	34	9	19	15	21	2	11	19	36	12
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	2	2	2	2	-	-	2	-	-	2	2	2	-
	5%	14%	-%	-%	6%	6%	5%	5%	-%	-%	11%	-%	-%	15%	9%	5%	-%
Quite high	7	3	*	4	7	5	7	5	1	4	3	4	-	3	*	7	3
	19%	24%	2%	22%	24%	19%	22%	16%	14%	21%	20%	20%	-%	24%	1%	19%	24%
Very high	27	7	7	13	19	20	22	27	8	15	10	16	2	7	17	27	9
	75%	61%	98%	75%	69%	73%	71%	78%	86%	77%	65%	78%	100%	61%	88%	75%	73%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	-	*	*	*	-	-	*	*	*
	1%	-%	-%	3%	2%	2%	1%	1%	-%	2%	3%	2%	-%	-%	2%	1%	4%
NET: High	33	10	7	17	26	25	29	32	9	19	13	20	2	9	17	33	12
	94%	86%	100%	97%	93%	92%	93%	94%	100%	98%	86%	98%	100%	85%	89%	94%	96%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 164 (continuation)

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The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	28	15	20	4	2	18	28	19	28	24	27	-	16	28	10	10	15	3
Weighted total	36	21	26	7	1	24	36	23	36	30	34	-	20	36	14	15	16	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	2	-	-	2	2	2	2	2	2	-	-	2	-	-	2	-
	5%	-%	6%	-%	-%	7%	5%	7%	5%	5%	5%	-%	-%	5%	-%	-%	10%	-%
Quite high	7	4	4	-	*	5	7	5	7	7	7	-	3	7	3	3	4	-
	19%	19%	16%	-%	29%	21%	19%	22%	19%	23%	20%	-%	14%	19%	21%	17%	26%	-%
Very high	27	17	19	7	*	17	27	16	27	21	25	-	17	27	10	12	10	4
	75%	79%	76%	100%	71%	71%	75%	69%	75%	70%	74%	-%	84%	75%	76%	83%	63%	90%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	-	*
	1%	2%	2%	-%	-%	2%	1%	2%	1%	2%	1%	-%	2%	1%	3%	-%	-%	10%
NET: High	33	20	23	7	1	22	33	21	33	28	32	-	20	33	13	15	15	4
	94%	98%	92%	100%	100%	91%	94%	91%	94%	93%	94%	-%	98%	94%	97%	100%	90%	90%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	28	6	8	14	14	28	-	17	2	8	17	3	25
Weighted total	36	11	12	14	22	36	-	25	2	10	22	6	30
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	-	-	2	-	2	-	2	-	2	-	-	2
5%	-%	-%	14%	12%	-%	5%	-%	7%	-%	16%	-%	-%	6%
Quite high	7	5	1	*	7	7	-	3	-	1	4	-	7
19%	49%	10%	1%	1%	31%	19%	-%	11%	-%	12%	18%	-%	23%
Very high	27	6	11	12	15	27	-	21	2	7	18	6	21
75%	51%	86%	85%	84%	69%	75%	-%	83%	100%	72%	80%	100%	70%
Don't Know (DO NOT READ OUT)	*	-	*	*	-	*	-	-	-	-	*	-	*
1%	-%	4%	-%	3%	-%	1%	-%	-%	-%	-%	2%	-%	2%
NET: High	33	11	12	12	22	33	-	24	2	9	22	6	28
94%	100%	96%	86%	85%	100%	94%	-%	93%	100%	84%	98%	100%	93%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Hermes in the last 12 months (QOP48. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Hermes on each of the following aspects:)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		*a	*b	*a	*b	*c	*d
Unweighted total	28	27	-	6	10	5	7
Weighted total	36	33	-	8	13	6	8
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	2	2	-	-	-	-	2
	5%	5%	-%	-%	-%	-%	20%
Quite high	7	7	-	1	4	1	*
	19%	21%	-%	16%	31%	20%	2%
Very high	27	24	-	6	9	5	6
	75%	73%	-%	78%	69%	80%	78%
Don't Know (DO NOT READ OUT)	*	*	-	*	-	-	-
	1%	1%	-%	6%	-%	-%	-%
NET: High	33	31	-	7	13	6	6
	94%	94%	-%	94%	100%	100%	80%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

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Table 165

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The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	25	3	3	4	3	2	2	1	-	2	2	1	20
Weighted total	27	3	2	10	2	3	3	2	-	1	*	*	26
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	2	-	-	-	-	-	-	2
	9%	-%	-%	-%	-%	93%	-%	-%	-%	-%	-%	-%	9%
Neither low nor high	11	-	*	7	*	3	-	-	-	*	-	*	10
	40%	-%	8%	75%	11%	100%	-%	-%	-%	53%	-%	100%	39%
Quite high	10	1	2	-	1	-	*	3	2	-	*	-	9
	36%	46%	83%	-%	89%	-%	7%	100%	100%	-%	47%	100%	35%
Very high	2	2	*	-	-	-	-	-	-	-	-	-	2
	7%	54%	9%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%
Don't Know (DO NOT READ OUT)	2	-	-	2	-	-	-	-	-	-	-	-	2
	9%	-%	-%	25%	-%	-%	-%	-%	-%	-%	-%	-%	9%
NET: High	12	3	2	-	1	-	*	3	2	-	*	-	11
	43%	100%	92%	-%	89%	-%	7%	100%	100%	-%	47%	100%	42%
NET: Low	2	-	-	-	-	2	-	-	-	-	-	-	2
	9%	-%	-%	-%	-%	93%	-%	-%	-%	-%	-%	-%	9%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

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Table 165 (continuation)

Page 1495

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	-	8	-	-	11	1	5	15	5	4	1	10	12	13
Weighted total	27	-	3	-	-	14	2	8	26	1	1	*	2	17	11
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	9%	-%	-%	-%	-%	17%	-%	-%	9%	-%	-%	-%	-%	-%	22%
Neither low nor high	11	-	1	-	-	6	2	1	10	*	*	-	*	9	1
	40%	-%	25%	-%	-%	44%	100%	19%	41%	18%	43%	-%	25%	57%	13%
Quite high	10	-	2	-	-	4	-	4	9	1	*	*	1	3	7
	36%	-%	75%	-%	-%	26%	-%	49%	34%	64%	57%	100%	65%	18%	63%
Very high	2	-	-	-	-	2	-	-	2	*	-	-	*	2	*
	7%	-%	-%	-%	-%	13%	-%	-%	6%	19%	-%	-%	10%	10%	2%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	2	2	-	-	-	-	2	-
	9%	-%	-%	-%	-%	-%	-%	32%	10%	-%	-%	-%	-%	15%	-%
NET: High	12	-	2	-	-	6	-	4	10	1	*	*	1	5	7
	43%	-%	75%	-%	-%	39%	-%	49%	40%	82%	57%	100%	75%	28%	65%
NET: Low	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	9%	-%	-%	-%	-%	17%	-%	-%	9%	-%	-%	-%	-%	-%	22%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 165 (continuation)

Page 1496

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	9	1	2	1	10	15	1	9	15	10	5	3	3	1	3	-
Weighted total	27	14	*	3	*	14	14	2	11	14	12	6	4	4	*	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	9%	18%	-%	-%	-%	17%	-%	-%	21%	-%	19%	-%	-%	-%	-%	-%	-%
Neither low nor high	11	3	-	3	-	5	6	-	5	6	5	3	2	-	-	*	-
	40%	21%	-%	100%	-%	37%	42%	-%	45%	42%	43%	48%	64%	-%	-%	25%	-%
Quite high	10	4	*	-	*	4	6	-	4	6	*	3	1	4	*	1	-
	36%	30%	100%	-%	100%	27%	44%	-%	33%	44%	3%	52%	36%	100%	100%	75%	-%
Very high	2	2	-	-	-	-	2	-	-	2	2	-	-	-	-	-	-
	7%	13%	-%	-%	-%	-%	13%	-%	-%	13%	15%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	2	-	2	-	-	2	-	-	-	-	-	-
	9%	18%	-%	-%	-%	18%	-%	100%	-%	-%	20%	-%	-%	-%	-%	-%	-%
NET: High	12	6	*	-	*	4	8	-	4	8	2	3	1	4	*	1	-
	43%	43%	100%	-%	100%	27%	58%	-%	33%	58%	18%	52%	36%	100%	100%	75%	-%
NET: Low	2	2	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	9%	18%	-%	-%	-%	17%	-%	-%	21%	-%	19%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 165 (continuation)

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The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	25	11	2	2	5	14	11	7	18	-	24	1
Weighted total	27	14	2	2	4	18	10	13	15	-	27	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	2	-	-	-	2	-	2	-	-	2	-
	9%	17%	-%	-%	-%	14%	-%	19%	-%	-%	9%	-%
Neither low nor high	11	9	-	-	2	11	*	8	3	-	11	-
	40%	65%	-%	-%	33%	61%	3%	61%	22%	-%	40%	-%
Quite high	10	*	2	2	4	2	8	*	10	-	9	*
	36%	2%	100%	91%	100%	12%	79%	1%	66%	-%	35%	100%
Very high	2	-	-	*	2	-	2	-	2	-	2	-
	7%	-%	-%	9%	-%	-%	19%	-%	12%	-%	7%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	-	2	-	2	-	-	2	-
	9%	17%	-%	-%	-%	14%	-%	19%	-%	-%	9%	-%
NET: High	12	*	2	2	4	2	10	*	11	-	11	*
	43%	2%	100%	100%	100%	12%	97%	1%	78%	-%	42%	100%
NET: Low	2	2	-	-	-	2	-	2	-	-	2	-
	9%	17%	-%	-%	-%	14%	-%	19%	-%	-%	9%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 165 (continuation)

Page 1498

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	25	10	4	11	19	19	22	24	9	16	16	20	-	5	20	21	7
Weighted total	27	11	3	13	19	19	22	25	6	18	16	23	-	4	24	21	5
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	2	-	-	-	-	2	2	-	2	2	-	-	2	-	-
	9%	-%	81%	-%	-%	-%	-%	10%	39%	-%	15%	10%	-%	-%	10%	-%	-%
Neither low nor high	11	6	*	4	8	9	10	8	3	7	7	9	-	2	11	8	1
	40%	55%	6%	34%	42%	47%	44%	34%	43%	39%	44%	40%	-%	37%	44%	40%	31%
Quite high	10	3	*	7	8	8	10	10	1	9	7	10	-	*	10	10	3
	36%	23%	8%	53%	44%	40%	45%	39%	19%	51%	41%	42%	-%	4%	39%	48%	69%
Very high	2	-	*	2	*	*	*	2	-	2	-	2	-	-	2	*	-
	7%	-%	6%	13%	1%	1%	1%	7%	-%	10%	-%	8%	-%	-%	7%	1%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	2	2	2	2	-	-	-	-	-	2	-	2	-
	9%	21%	-%	-%	13%	13%	11%	10%	-%	-%	-%	-%	-%	58%	-%	12%	-%
NET: High	12	3	*	9	8	8	10	12	1	11	7	11	-	*	11	10	3
	43%	23%	13%	66%	45%	41%	45%	47%	19%	61%	41%	49%	-%	4%	46%	49%	69%
NET: Low	2	-	2	-	-	-	-	2	2	-	2	2	-	-	2	-	-
	9%	-%	81%	-%	-%	-%	-%	10%	39%	-%	15%	10%	-%	-%	10%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 165 (continuation)

Page 1499

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	25	18	14	3	2	20	25	23	25	23	24	-	16	25	13	8	15	2
Weighted total	27	18	11	3	4	22	27	26	27	26	27	-	22	27	17	10	17	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	-	-	2	2	2	2	2	2	-	2	2	2	-	2	-
	9%	-%	-%	-%	-%	11%	9%	9%	9%	9%	9%	-%	11%	9%	14%	-%	14%	-%
Neither low nor high	11	8	3	1	1	9	11	11	11	11	11	-	11	11	7	2	9	*
	40%	43%	27%	51%	37%	44%	40%	43%	40%	42%	40%	-%	49%	40%	39%	20%	51%	33%
Quite high	10	8	8	1	-	8	10	10	10	8	9	-	6	10	6	6	3	*
	36%	42%	71%	49%	-%	37%	36%	38%	36%	32%	35%	-%	29%	36%	33%	63%	20%	67%
Very high	2	*	*	-	-	2	2	-	2	2	2	-	-	2	*	2	*	-
	7%	1%	2%	-%	-%	8%	7%	-%	7%	7%	7%	-%	-%	7%	1%	17%	1%	-%
Don't Know (DO NOT READ OUT)	2	2	-	-	2	-	2	2	2	2	2	-	2	2	2	-	2	-
	9%	13%	-%	-%	63%	-%	9%	10%	9%	10%	9%	-%	11%	9%	14%	-%	14%	-%
NET: High	12	8	8	1	-	10	12	10	12	10	11	-	6	12	6	8	4	*
	43%	43%	73%	49%	-%	45%	43%	38%	43%	39%	42%	-%	29%	43%	34%	80%	21%	67%
NET: Low	2	-	-	-	-	2	2	2	2	2	2	-	2	2	2	-	2	-
	9%	-%	-%	-%	-%	11%	9%	9%	9%	9%	9%	-%	11%	9%	14%	-%	14%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 165 (continuation)

Page 1500

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	25	5	6	14	16	9	24	1	17	3	7	17	6	19
Weighted total	27	5	6	16	18	9	27	*	17	3	6	21	5	22
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	2	-	-	2	-	2	2	-	2	-	-	2	-	2
	9%	-%	-%	15%	-%	27%	9%	-%	14%	-%	-%	11%	-%	11%
Neither low nor high	11	2	1	9	8	3	11	-	7	1	5	6	2	9
	40%	34%	9%	53%	44%	30%	40%	-%	41%	47%	91%	26%	38%	40%
Quite high	10	3	4	3	8	2	10	*	6	2	*	9	3	6
	36%	62%	65%	17%	42%	23%	35%	100%	34%	53%	7%	43%	62%	29%
Very high	2	*	2	-	-	2	2	-	2	-	*	2	-	2
	7%	4%	26%	-%	-%	20%	7%	-%	11%	-%	3%	8%	-%	8%
Don't Know (DO NOT READ OUT)	2	-	-	2	2	-	2	-	-	-	-	2	-	2
	9%	-%	-%	15%	13%	-%	9%	-%	-%	-%	-%	12%	-%	11%
NET: High	12	3	6	3	8	4	11	*	8	2	1	11	3	8
	43%	66%	91%	17%	42%	43%	42%	100%	45%	53%	9%	51%	62%	38%
NET: Low	2	-	-	2	-	2	2	-	2	-	-	2	-	2
	9%	-%	-%	15%	-%	27%	9%	-%	14%	-%	-%	11%	-%	11%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 165 (continuation)

Page 1501

The price of the postal services provided by FedEx in the last 12 months (QOP49. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate FedEx on each of the following aspects:)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ
OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
25	23	-	6	4	4	11
27	23	-	8	6	2	12
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
2	2	-	-	-	-	2
9%	10%	-%	-%	-%	-%	20%
11	11	-	4	1	*	6
40%	47%	-%	47%	25%	8%	47%
10	8	-	2	4	2	2
36%	35%	-%	22%	75%	92%	17%
2	2	-	-	-	-	2
7%	8%	-%	-%	-%	-%	16%
2	-	-	2	-	-	-
9%	-%	-%	31%	-%	-%	-%
12	10	-	2	4	2	4
43%	43%	-%	22%	75%	92%	32%
2	2	-	-	-	-	2
9%	10%	-%	-%	-%	-%	20%

Ofcom; Business Postal Tracker

Table 166

Page 1502

The price of the postal services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	14	-	3	-	-	1	1	2	2	1	1	2	1	10
	9	-	3	-	-	1	*	*	1	1	*	1	*	7
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	4	-	1	-	-	1	*	-	-	1	-	-	-	4
	45%	-%	47%	-%	-%	100%	100%	-%	-%	100%	-%	-%	-%	55%
	2	-	1	-	-	-	-	*	-	-	*	-	-	2
	22%	-%	53%	-%	-%	-%	-%	38%	-%	-%	100%	-%	-%	22%
	3	-	-	-	-	-	-	*	1	-	-	1	*	2
	31%	-%	-%	-%	-%	-%	-%	62%	89%	-%	-%	100%	100%	21%
*	-	-	-	-	-	-	-	*	-	-	-	-	*	
2%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	2%	
5	-	1	-	-	-	-	*	1	-	*	1	*	3	
54%	-%	53%	-%	-%	-%	-%	100%	89%	-%	100%	100%	100%	43%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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

Ofcom; Business Postal Tracker

Table 166 (continuation)

Page 1503

The price of the postal services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	14	-	1	1	-	5	-	5	9	4	1	-	5	8	6
Weighted total	9	-	*	*	-	3	-	2	8	1	*	-	1	7	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	-	-	-	-	1	-	*	4	-	*	-	*	4	*
	45%	-%	-%	-%	-%	39%	-%	7%	48%	-%	100%	-%	18%	53%	9%
Quite high	2	-	-	-	-	*	-	2	2	*	-	-	*	1	1
	22%	-%	-%	-%	-%	5%	-%	81%	21%	45%	-%	-%	37%	17%	42%
Very high	3	-	*	*	-	2	-	*	3	*	-	-	*	2	1
	31%	-%	100%	100%	-%	51%	-%	12%	32%	34%	-%	-%	28%	27%	49%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	2%	-%	-%	-%	-%	5%	-%	-%	-%	21%	-%	-%	17%	2%	-%
NET: High	5	-	*	*	-	2	-	2	4	1	-	-	1	3	2
	54%	-%	100%	100%	-%	56%	-%	93%	52%	79%	-%	-%	65%	44%	91%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 166 (continuation)

Page 1504

The price of the postal services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	14	7	1	2	1	5	9	2	3	9	7	2	2	-	1	2	-
Weighted total	9	5	*	1	*	4	4	2	3	4	5	2	1	-	*	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	1	-	1	-	1	3	-	1	3	1	1	1	-	-	*	-
	45%	25%	-%	100%	-%	29%	60%	-%	46%	60%	24%	76%	88%	-%	-%	51%	-%
Quite high	2	1	-	-	-	1	1	1	-	1	1	*	*	-	*	-	-
	22%	28%	-%	-%	-%	28%	17%	75%	-%	17%	23%	24%	13%	-%	100%	-%	-%
Very high	3	2	*	-	-	2	1	*	2	1	3	-	-	-	-	-	-
	31%	47%	100%	-%	-%	43%	19%	25%	54%	19%	52%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	2%	-%	-%	-%	100%	-%	4%	-%	-%	4%	-%	-%	-%	-%	-%	49%	-%
NET: High	5	4	*	-	-	3	2	2	2	2	4	*	*	-	*	-	-
	54%	75%	100%	-%	-%	71%	36%	100%	54%	36%	76%	24%	13%	-%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 166 (continuation)

Page 1505

The price of the postal services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	14											
Weighted total	9											
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	1	-	1	-	1	4	1	3	-	4	-
	45%	28%	-%	88%	-%	5%	73%	44%	45%	-%	45%	-%
Quite high	2	2	-	*	-	2	-	1	1	-	2	-
	22%	35%	-%	12%	-%	54%	-%	43%	10%	-%	22%	-%
Very high	3	2	1	-	-	2	1	*	3	-	3	-
	31%	37%	100%	-%	-%	41%	24%	8%	45%	-%	31%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	*	-	-	*	-
	2%	-%	-%	-%	100%	-%	3%	5%	-%	-%	2%	-%
NET: High	5	4	1	*	-	4	1	2	3	-	5	-
	54%	72%	100%	12%	-%	95%	24%	51%	55%	-%	54%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Ofcom; Business Postal Tracker

Table 166 (continuation)

Page 1506

The price of the postal services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	14	a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Weighted total	9	7	2	5	13	12	13	14	6	6	11	9	-	5	11	14	2
Very low	-	5	*	4	9	7	9	9	3	5	7	6	-	3	7	9	2
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quite high	4	1	*	3	4	4	4	4	1	3	4	3	-	1	4	4	1
Very high	45%	25%	50%	72%	47%	55%	47%	45%	55%	53%	53%	49%	-	38%	54%	45%	82%
Don't Know (DO NOT READ OUT)	2	1	*	*	2	1	2	2	*	2	1	2	-	*	*	2	-
NET: High	22%	28%	50%	11%	24%	10%	24%	22%	6%	38%	10%	33%	-	5%	5%	22%	-
NET: Low	3	2	-	*	2	2	2	3	1	*	3	1	-	2	3	3	*
	31%	47%	-	12%	28%	32%	28%	31%	32%	9%	35%	16%	-	57%	39%	31%	18%
	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
	2%	-	-	5%	2%	2%	2%	2%	6%	-	2%	3%	-	-	2%	2%	-
	5	4	*	1	4	3	4	5	1	2	3	3	-	2	3	5	*
	54%	75%	50%	23%	51%	43%	51%	54%	39%	47%	45%	48%	-	62%	44%	54%	18%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 166 (continuation)

Page 1507

The price of the postal services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	14	13	9	2	-	11	14	14	14	14	14	-	12	14	2	4	9	1
Weighted total	9	9	5	1	-	8	9	9	9	9	9	-	8	9	1	2	7	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	4	3	-	-	4	4	4	4	4	4	-	4	4	-	1	3	-
	45%	47%	50%	-%	-%	49%	45%	45%	45%	45%	45%	-%	49%	45%	-%	63%	42%	-%
Quite high	2	2	2	1	-	1	2	2	2	2	2	-	2	2	-	*	1	*
	22%	24%	34%	100%	-%	17%	22%	22%	22%	22%	22%	-%	24%	22%	-%	8%	22%	100%
Very high	3	2	1	-	-	3	3	3	3	3	3	-	2	3	1	*	2	-
	31%	28%	13%	-%	-%	31%	31%	31%	31%	31%	31%	-%	28%	31%	100%	21%	36%	-%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	*	-	-
	2%	2%	3%	-%	-%	2%	2%	2%	2%	2%	2%	-%	-%	2%	-%	8%	-%	-%
NET: High	5	4	3	1	-	4	5	5	5	5	5	-	4	5	1	1	4	*
	54%	51%	47%	100%	-%	49%	54%	54%	54%	54%	54%	-%	52%	54%	100%	29%	58%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

The price of the postal services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	14	5	2	7	11	3	14	-	8	2	3	11	4	10
Weighted total	9	4	1	4	7	2	9	-	6	*	3	6	3	6
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	4	3	1	*	4	-	4	-	3	-	1	3	1	3
	45%	71%	89%	4%	55%	-%	45%	-%	43%	-%	47%	43%	50%	42%
Quite high	2	*	-	2	2	-	2	-	1	*	1	1	1	1
	22%	5%	-%	46%	28%	-%	22%	-%	20%	41%	53%	9%	50%	9%
Very high	3	1	-	2	1	2	3	-	2	*	-	3	-	3
	31%	24%	-%	49%	18%	90%	31%	-%	34%	59%	-%	45%	-%	46%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	2%	-%	11%	-%	-%	10%	2%	-%	3%	-%	-%	3%	-%	3%
NET: High	5	1	-	4	3	2	5	-	3	*	1	3	1	3
	54%	29%	-%	96%	45%	90%	54%	-%	54%	100%	53%	54%	50%	55%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 166 (continuation)

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The price of the postal services provided by City Link Post in the last 12 months (QOP410. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate City Link Post on each of the following aspects:)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	14	12	1	7	2	5
Weighted total	9	8	1	7	1	1
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Neither low nor high	4	3	1	4	-	*
	45%	36%	100%	55%	-%	13%
Quite high	2	2	-	1	*	*
	22%	27%	-%	21%	60%	13%
Very high	3	3	-	2	*	1
	31%	37%	-%	25%	40%	63%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*
	2%	-%	-%	-%	-%	12%
NET: High	5	5	-	3	1	1
	54%	64%	-%	45%	100%	75%
NET: Low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	12	-	1	1	2	1	1	1	-	-	-	1	4	7
Weighted total	9	-	2	*	*	1	3	*	-	-	-	*	2	7
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	-	2	-	-	-	3	*	-	-	-	*	-	5
	59%	-%	100%	-%	-%	-%	100%	100%	-%	-%	-%	100%	-%	74%
Quite high	1	-	-	-	*	-	-	-	-	-	-	-	*	*
	8%	-%	-%	-%	52%	-%	-%	-%	-%	-%	-%	-%	27%	3%
Very high	1	-	-	*	*	-	-	-	-	-	-	-	1	*
	14%	-%	-%	100%	48%	-%	-%	-%	-%	-%	-%	-%	47%	5%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	1	-	-	-	-	-	-	*	1
	20%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	27%	19%
NET: High	2	-	-	*	*	-	-	-	-	-	-	-	1	1
	21%	-%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	73%	8%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

Ofcom; Business Postal Tracker

Table 167 (continuation)

Page 1511

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	12	-	-	-	-	1	3	8	7	5	-	-	5	9	3
Weighted total	9	-	-	-	-	2	1	6	8	1	-	-	1	6	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	-	-	-	-	2	*	3	5	*	-	-	*	3	2
	59%	-%	-%	-%	-%	100%	36%	50%	61%	37%	-%	-%	37%	54%	72%
Quite high	1	-	-	-	-	-	-	1	*	*	-	-	*	*	*
	8%	-%	-%	-%	-%	-%	-%	10%	6%	22%	-%	-%	22%	8%	8%
Very high	1	-	-	-	-	-	*	1	1	*	-	-	*	1	-
	14%	-%	-%	-%	-%	-%	64%	13%	11%	41%	-%	-%	41%	19%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	-	2	2	-	-	-	-	1	*
	20%	-%	-%	-%	-%	-%	-%	27%	22%	-%	-%	-%	-%	20%	20%
NET: High	2	-	-	-	-	-	*	1	1	1	-	-	1	2	*
	21%	-%	-%	-%	-%	-%	64%	23%	17%	63%	-%	-%	63%	26%	8%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 167 (continuation)

Page 1512

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	1	-	1	-	3	9	-	3	9	2	-	1	3	4	2	-
Weighted total	9	*	-	*	-	3	5	-	3	5	2	-	*	2	4	1	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	*	-	*	-	2	3	-	2	3	2	-	-	-	3	*	-
	59%	100%	-%	100%	-%	50%	64%	-%	50%	64%	80%	-%	-%	-%	83%	19%	-%
Quite high	1	-	-	-	-	-	1	-	-	1	-	-	-	-	*	*	-
	8%	-%	-%	-%	-%	-%	12%	-%	-%	12%	-%	-%	-%	-%	5%	81%	-%
Very high	1	-	-	-	-	*	1	-	*	1	*	-	*	1	-	-	-
	14%	-%	-%	-%	-%	12%	14%	-%	12%	14%	20%	-%	100%	32%	-%	-%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	1	*	-	1	*	-	-	-	1	*	-	-
	20%	-%	-%	-%	-%	38%	9%	-%	38%	9%	-%	-%	-%	68%	12%	-%	-%
NET: High	2	-	-	-	-	*	1	-	*	1	*	-	*	1	*	*	-
	21%	-%	-%	-%	-%	12%	27%	-%	12%	27%	20%	-%	100%	32%	5%	81%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 167 (continuation)

Page 1513

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	12	4	3	1	1	-	8	4	6	6	-	12	-
Weighted total	9	2	4	*	*	-	7	2	5	3	-	9	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	2	3	-	-	-	5	-	3	2	-	5	-
	59%	74%	88%	-%	-%	-%	77%	-%	64%	50%	-%	59%	-%
Quite high	1	1	-	-	-	-	1	-	*	*	-	1	-
	8%	26%	-%	-%	-%	-%	10%	-%	3%	14%	-%	8%	-%
Very high	1	-	*	*	*	-	*	1	-	1	-	1	-
	14%	-%	12%	100%	100%	-%	6%	37%	-%	35%	-%	14%	-%
Don't Know (DO NOT READ OUT)	2	-	-	-	-	-	*	1	2	-	-	2	-
	20%	-%	-%	-%	-%	-%	7%	63%	33%	-%	-%	20%	-%
NET: High	2	1	*	*	*	-	1	1	*	2	-	2	-
	21%	26%	12%	100%	100%	-%	16%	37%	3%	50%	-%	21%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 167 (continuation)

Page 1514

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	12	2	1	9	12	12	12	8	4	-	10	4	-	5	3	12	2
Weighted total	9	2	*	6	9	9	9	6	4	-	8	4	-	3	2	9	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	2	-	3	5	5	5	5	3	-	5	3	-	2	2	5	-
	59%	78%	-%	54%	59%	59%	59%	78%	86%	-%	65%	80%	-%	75%	72%	59%	-%
Quite high	1	*	-	*	1	1	1	1	*	-	1	-	-	1	-	1	*
	8%	22%	-%	3%	8%	8%	8%	10%	5%	-%	8%	-%	-%	25%	-%	8%	50%
Very high	1	-	*	1	1	1	1	1	*	-	*	1	-	-	*	1	-
	14%	-%	100%	16%	14%	14%	14%	12%	9%	-%	4%	20%	-%	-%	7%	14%	-%
Don't Know (DO NOT READ OUT)	2	-	-	2	2	2	2	-	-	-	2	-	-	-	*	2	*
	20%	-%	-%	28%	20%	20%	20%	-%	-%	-%	22%	-%	-%	-%	21%	20%	50%
NET: High	2	*	*	1	2	2	2	1	1	-	1	1	-	1	*	2	*
	21%	22%	100%	19%	21%	21%	21%	22%	14%	-%	13%	20%	-%	25%	7%	21%	50%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 167 (continuation)

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The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	12	10	8	1	-	11	12	12	12	11	12	-	8	12	2	1	10	1
Weighted total	9	6	8	*	-	8	9	9	9	8	9	-	7	9	1	*	8	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	3	5	*	-	5	5	5	5	5	5	-	5	5	-	-	5	-
	59%	52%	62%	100%	-%	58%	59%	59%	59%	62%	59%	-%	68%	59%	-%	-%	61%	-%
Quite high	1	1	1	-	-	1	1	1	1	1	1	-	*	1	*	*	*	-
	8%	10%	9%	-%	-%	8%	8%	8%	8%	8%	8%	-%	2%	8%	50%	100%	6%	-%
Very high	1	1	1	-	-	1	1	1	1	1	1	-	*	1	-	-	1	*
	14%	11%	13%	-%	-%	14%	14%	14%	14%	9%	14%	-%	5%	14%	-%	-%	12%	100%
Don't Know (DO NOT READ OUT)	2	2	1	-	-	2	2	2	2	2	2	-	2	2	*	-	2	-
	20%	27%	17%	-%	-%	21%	20%	20%	20%	21%	20%	-%	25%	20%	50%	-%	21%	-%
NET: High	2	1	2	-	-	2	2	2	2	1	2	-	1	2	*	*	1	*
	21%	22%	22%	-%	-%	21%	21%	21%	21%	17%	21%	-%	7%	21%	50%	100%	18%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 167 (continuation)

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The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	12	1	-	10	11	1	11	1	8	1	3	9	1	11
Weighted total	9	*	-	8	8	*	8	*	5	*	1	8	*	8
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	5	-	-	5	5	-	5	-	3	-	*	5	*	5
	59%	-%	-%	63%	62%	-%	60%	-%	63%	-%	35%	60%	100%	58%
Quite high	1	-	-	1	1	-	1	-	*	-	*	*	-	1
	8%	-%	-%	8%	8%	-%	8%	-%	9%	-%	33%	6%	-%	8%
Very high	1	*	-	1	1	-	1	*	1	*	*	1	-	1
	14%	100%	-%	13%	14%	-%	12%	100%	19%	100%	32%	12%	-%	14%
Don't Know (DO NOT READ OUT)	2	-	-	1	1	*	2	-	*	-	-	2	-	2
	20%	-%	-%	16%	16%	100%	21%	-%	9%	-%	-%	22%	-%	21%
NET: High	2	*	-	2	2	-	2	*	1	*	*	1	-	2
	21%	100%	-%	21%	22%	-%	20%	100%	28%	100%	65%	18%	-%	22%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 167 (continuation) Page 1517

The price of the postal services provided by DX in the last 12 months (QOP411. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate DX on each of the following aspects:)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
12	11	-	1	-	5	6
9	7	-	*	-	4	4
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
5	5	-	*	-	3	2
59%	69%	-%	100%	-%	72%	44%
1	1	-	-	-	-	1
8%	9%	-%	-%	-%	-%	15%
1	1	-	-	-	1	-
14%	16%	-%	-%	-%	28%	-%
2	*	-	-	-	-	2
20%	7%	-%	-%	-%	-%	41%
2	2	-	-	-	1	1
21%	25%	-%	-%	-%	28%	15%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

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Table 168

Page 1518

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	5	-	-	1	-	1	-	1	-	-	-	1	1	3
	4	-	-	*	-	*	-	3	-	-	-	*	*	4
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	8%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%
	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
	4	-	-	-	-	*	-	3	-	-	-	-	*	3
	82%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	90%

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

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Table 168 (continuation)

Page 1519

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	5	-	-	-	4	-	1	-	3	2	-	-	2	2	3
Weighted total	4	-	-	-	4	-	*	-	4	1	-	-	1	1	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	*	-	-	-	-	*	-	-	*	*	-
	8%	-%	-%	-%	9%	-%	-%	-%	-%	67%	-%	-%	67%	67%	-%
Quite high	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	10%	-%	-%	-%	11%	-%	-%	-%	12%	-%	-%	-%	-%	-%	12%
Very high	4	-	-	-	3	-	*	-	3	*	-	-	*	*	3
	82%	-%	-%	-%	80%	-%	100%	-%	88%	33%	-%	-%	33%	33%	88%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	-	-	-	4	-	*	-	4	*	-	-	*	*	4
	92%	-%	-%	-%	91%	-%	100%	-%	100%	33%	-%	-%	33%	33%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	5	1	1	-	-	3	2	-	3	2	-	2	-	2	1	-	-
Weighted total	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	8%	-%	-%	-%	-%	10%	-%	-%	10%	-%	-%	67%	-%	-%	-%	-%	-%
Quite high	*	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	10%	-%	100%	-%	-%	-%	53%	-%	-%	53%	-%	-%	-%	-%	100%	-%	-%
Very high	4	3	-	-	-	3	*	-	3	*	-	*	-	3	-	-	-
	82%	100%	-%	-%	-%	90%	47%	-%	90%	47%	-%	33%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	3	*	-	-	3	1	-	3	1	-	*	-	3	*	-	-
	92%	100%	100%	-%	-%	90%	100%	-%	90%	100%	-%	33%	-%	100%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 168 (continuation)

Page 1521

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	5	2	-	-	-	-	5	-	5	-	1	4
Weighted total	4	1	-	-	-	-	4	-	4	-	3	1
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	-	-	-	-	*	-	*	-	-	*
	8%	43%	-%	-%	-%	-%	8%	-%	8%	-%	-%	25%
Quite high	*	*	-	-	-	-	*	-	*	-	-	*
	10%	57%	-%	-%	-%	-%	10%	-%	10%	-%	-%	33%
Very high	4	-	-	-	-	-	4	-	4	-	3	1
	82%	-%	-%	-%	-%	-%	82%	-%	82%	-%	100%	42%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	*	-	-	-	-	4	-	4	-	3	1
	92%	57%	-%	-%	-%	-%	92%	-%	92%	-%	100%	75%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Table 168 (continuation)

Page 1522

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 168 (continuation)

Page 1523

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Significance Level: 95%	5	1	-	-	-	1	5	5	5	4	5	-	3	5	-	2	3	-
Unweighted total	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
Weighted total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Very low	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	-	-	-	*	*	*	*	*	-	-	*	-	-	*	-
	8%	-%	-%	-%	-%	-%	8%	8%	8%	9%	8%	-%	-%	8%	-%	-%	10%	-%
Quite high	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	*	-
	10%	-%	-%	-%	-%	-%	10%	10%	10%	11%	10%	-%	12%	10%	-%	53%	-%	-%
Very high	4	3	-	-	-	3	4	4	4	3	4	-	3	4	-	*	3	-
	82%	100%	-%	-%	-%	100%	82%	82%	82%	80%	82%	-%	88%	82%	-%	47%	90%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	3	-
	92%	100%	-%	-%	-%	100%	92%	92%	92%	91%	92%	-%	100%	92%	-%	100%	90%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 168 (continuation)

Page 1524

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	1	1	3	3	2	5	-	1	-	-	1	-	5
Weighted total	4	*	*	4	4	1	4	-	3	-	-	3	-	4
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	-	-	*	-	*	*	-	-	-	-	-	-	*
	8%	-%	-%	10%	-%	46%	8%	-%	-%	-%	-%	-%	-%	8%
Quite high	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	10%	-%	100%	-%	12%	-%	10%	-%	-%	-%	-%	-%	-%	10%
Very high	4	*	-	3	3	*	4	-	3	-	-	3	-	4
	82%	100%	-%	90%	88%	54%	82%	-%	100%	-%	-%	100%	-%	82%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	4	*	*	3	4	*	4	-	3	-	-	3	-	4
	92%	100%	100%	90%	100%	54%	92%	-%	100%	-%	-%	100%	-%	92%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 168 (continuation)

Page 1525

The price of the postal services provided by Pitney Bowes in the last 12 months (QOP413. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Pitney Bowes on each of the following aspects:)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		*a	*b	*a	*b	*c	*d
Unweighted total	5	5	-	2	-	2	1
Weighted total	4	4	-	1	-	3	*
Very low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	*	*	-	*	-	-	-
	8%	8%	-%	43%	-%	-%	-%
Quite high	*	*	-	*	-	-	-
	10%	10%	-%	57%	-%	-%	-%
Very high	4	4	-	-	-	3	*
	82%	82%	-%	-%	-%	100%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
NET: High	4	4	-	*	-	3	*
	92%	92%	-%	57%	-%	100%	100%
NET: Low	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very low Quite low Neither low nor high Quite high Very high Don't Know (DO NOT READ OUT) NET: High NET: Low Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	2	-	-	-	-	-	-	-	1	1	-	-	-	2
	2	-	-	-	-	-	-	-	2	*	-	-	-	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	10%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	90%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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

Ofcom; Business Postal Tracker

Table 169 (continuation)

Page 1527

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	2	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	2	-	1	-	-	-	-	1	1	1	-	-	1	1	1
Very low	2	-	*	-	-	-	-	2	2	*	-	-	*	*	2
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	10%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%
NET: Low	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	10%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 169 (continuation)

Page 1528

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	2	-	-	-	-	1	1	-	1	1	1	-	1	-	-	-	-
Weighted total	2	-	-	-	-	2	*	-	2	*	2	-	*	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	10%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%
NET: Low	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	10%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 169 (continuation)

Page 1529

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	1	-	-	-	1	1	1	-	2	-	2	-
Weighted total	2	-	-	-	*	2	*	-	2	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	*	-	*	-	*	-	*	-
10%	-%	-%	-%	-%	100%	-%	100%	-%	10%	-%	10%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	-	-	2	-	-	2	-	2	-
90%	100%	-%	-%	-%	-%	100%	-%	-%	90%	-%	90%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	2	-	-	2	-	2	-
90%	100%	-%	-%	-%	-%	100%	-%	-%	90%	-%	90%	-%
NET: Low	*	-	-	-	*	-	*	-	*	-	*	-
10%	-%	-%	-%	-%	100%	-%	100%	-%	10%	-%	10%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	2	-	-	1	1	1	-	1	1	2	-	-	1	1	-
Weighted total	2	-	2	-	-	*	*	*	-	*	*	2	-	-	*	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	10%	-%	10%	-%	-%	100%	100%	100%	-%	100%	100%	10%	-%	-%	100%	100%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	90%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	90%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%
NET: Low	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	10%	-%	10%	-%	-%	100%	100%	100%	-%	100%	100%	10%	-%	-%	100%	100%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 169 (continuation)

Page 1531

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Significance Level: 95%	2	-	1	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Unweighted total	2	-	*	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Weighted total																		
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	10%	-%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	10%	10%	-%	10%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	90%	-%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	90%	90%	-%	90%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	-	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	90%	-%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	90%	90%	-%	90%	-%	-%
NET: Low	*	-	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	10%	-%	100%	-%	-%	10%	10%	10%	10%	10%	10%	-%	10%	10%	-%	10%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 169 (continuation)

Page 1532

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	1	-	2	-	2	-	1	-	-	2	-	2
Weighted total	2	2	-	2	-	2	-	2	-	-	2	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
* Quite low	*	-	-	*	-	*	-	-	-	-	*	-	*
10%	100%	-%	-%	10%	-%	10%	-%	-%	-%	-%	10%	-%	10%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	2	2	-	2	-	2	-	2	-	-	2	-	2
90%	-%	100%	-%	90%	-%	90%	-%	100%	-%	-%	90%	-%	90%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	2	-	2	-	2	-	-	2	-	2
90%	-%	100%	-%	90%	-%	90%	-%	100%	-%	-%	90%	-%	90%
NET: Low	*	-	-	*	-	*	-	-	-	-	*	-	*
10%	100%	-%	-%	10%	-%	10%	-%	-%	-%	-%	10%	-%	10%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by TNT Express in the last 12 months (QOP414. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Express on each of the following aspects:)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
Significance Level: 95%		*a	*b	*a	*b	*c
Unweighted total	2	2	-	-	-	2
Weighted total	2	2	-	-	-	2
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	*
	10%	10%	-%	-%	-%	10%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	2	2	-	-	-	2
	90%	90%	-%	-%	-%	90%
Very high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	2	2	-	-	-	2
	90%	90%	-%	-%	-%	90%
NET: Low	*	*	-	-	-	*
	10%	10%	-%	-%	-%	10%

Columns Tested: a,b - a,b,c

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Table 170

Page 1534

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	3	-	-	-	1	1	-	-	1	-	-	-	-	3
Weighted total	2	-	-	-	*	*	-	-	1	-	-	-	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	13%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	13%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	*	-	-	-	-	-	-	-	*
	11%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	11%
Very high	1	-	-	-	-	-	-	-	1	-	-	-	-	1
	76%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	76%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	-	-	-	*	-	-	1	-	-	-	-	1
	87%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	87%
NET: Low	*	-	-	-	*	-	-	-	-	-	-	-	-	*
	13%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	13%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 170 (continuation)

Page 1535

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	3	-	1	-	-	1	-	1	1	-	2	-	2	2	1
Weighted total	2	-	*	-	-	1	-	*	1	-	*	-	*	1	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	*	-	-	*	-	*	-	-
	13%	-%	-%	-%	-%	-%	-%	100%	-%	-%	56%	-%	56%	15%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	11%	-%	100%	-%	-%	-%	-%	-%	-%	-%	44%	-%	44%	-%	100%
Very high	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	76%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	85%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	*	-	-	1	-	-	1	-	*	-	*	1	*
	87%	-%	100%	-%	-%	100%	-%	-%	100%	-%	44%	-%	44%	85%	100%
NET: Low	*	-	-	-	-	-	-	*	-	-	*	-	*	*	-
	13%	-%	-%	-%	-%	-%	-%	100%	-%	-%	56%	-%	56%	15%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 170 (continuation)

Page 1536

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	3	1	-	-	1	2	1	-	2	1	1	-	1	-	-	1	-
Weighted total	2	1	-	-	*	1	*	-	1	*	1	-	*	-	-	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	13%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	11%	-%	-%	-%	100%	12%	-%	-%	12%	-%	-%	-%	100%	-%	-%	-%	-%
Very high	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	76%	100%	-%	-%	-%	88%	-%	-%	88%	-%	100%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	-	-	*	1	-	-	1	-	1	-	*	-	-	-	-
	87%	100%	-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%
NET: Low	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	13%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 170 (continuation)

Page 1537

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	3	-	-	-	-	3	-	1	2	-	3	-
Weighted total	2	-	-	-	-	2	-	*	1	-	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	*	-	*	-	-	*	-
	13%	13%	-%	-%	-%	13%	-%	100%	-%	-%	13%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	-	*	-	-	*	-	*	-
	11%	11%	-%	-%	-%	11%	-%	-%	12%	-%	11%	-%
Very high	1	1	-	-	-	1	-	-	1	-	1	-
	76%	76%	-%	-%	-%	76%	-%	-%	88%	-%	76%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	-	-	-	1	-	-	1	-	1	-
	87%	87%	-%	-%	-%	87%	-%	-%	100%	-%	87%	-%
NET: Low	*	*	-	-	-	*	-	*	-	-	*	-
	13%	13%	-%	-%	-%	13%	-%	100%	-%	-%	13%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 170 (continuation)

Page 1538

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	2	-	1	3	3	3	3	1	-	2	1	-	2	2	3	-
Weighted total	2	1	-	*	2	2	2	2	*	-	1	*	-	1	1	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	*	-
	13%	-%	-%	100%	13%	13%	13%	13%	100%	-%	-%	100%	-%	-%	15%	13%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	*	*	*	*	*	-	-	*	-	-	*	-	*	-
	11%	12%	-%	-%	11%	11%	11%	11%	-%	-%	12%	-%	-%	12%	-%	11%	-%
Very high	1	1	-	-	1	1	1	1	-	-	1	-	-	1	1	1	-
	76%	88%	-%	-%	76%	76%	76%	76%	-%	-%	88%	-%	-%	88%	85%	76%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	-	-	1	1	1	1	-	-	1	-	-	1	1	1	-
	87%	100%	-%	-%	87%	87%	87%	87%	-%	-%	100%	-%	-%	100%	85%	87%	-%
NET: Low	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	*	-
	13%	-%	-%	100%	13%	13%	13%	13%	100%	-%	-%	100%	-%	-%	15%	13%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 170 (continuation)

Page 1539

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	3	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Weighted total	2	2	*	-	-	2	3	3	3	3	3	-	2	2	1	1	2	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	*	*	*	*	*	*	-	*	*	*	*	-	-
	13%	13%	-%	-%	13%	13%	13%	13%	13%	13%	-%	15%	15%	100%	100%	-%	-%	
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	-	*	*	*	*	*	*	*	-	-	-	-	*	*	-
	11%	11%	100%	-%	-%	11%	11%	11%	11%	11%	-%	-%	-%	-%	-%	12%	-%	
Very high	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-	
	76%	76%	-%	-%	76%	76%	76%	76%	76%	76%	-%	85%	85%	-%	-%	88%	-%	
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	1	*	-	1	1	1	1	1	1	-	1	1	-	-	1	-	
	87%	87%	100%	-%	-%	87%	87%	87%	87%	87%	-%	85%	85%	-%	-%	100%	-%	
NET: Low	*	*	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-	-
	13%	13%	-%	-%	13%	13%	13%	13%	13%	13%	-%	15%	15%	100%	100%	-%	-%	

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 170 (continuation)

Page 1540

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	-	-	3	2	1	3	-	1	1	2	1	-	3
Weighted total	2	-	-	2	*	1	2	-	1	*	*	1	-	2
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	*	*	-	*	-	-	-	*	-	-	*
	13%	-%	-%	13%	56%	-%	13%	-%	-%	-%	56%	-%	-%	13%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	11%	-%	-%	11%	44%	-%	11%	-%	-%	100%	44%	-%	-%	11%
Very high	1	-	-	1	-	1	1	-	1	-	-	1	-	1
	76%	-%	-%	76%	-%	100%	76%	-%	100%	-%	-%	100%	-%	76%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	1	-	-	1	*	1	1	-	1	*	*	1	-	1
	87%	-%	-%	87%	44%	100%	87%	-%	100%	100%	44%	100%	-%	87%
NET: Low	*	-	-	*	*	-	*	-	-	-	*	-	-	*
	13%	-%	-%	13%	56%	-%	13%	-%	-%	-%	56%	-%	-%	13%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by TNT Post UK in the last 12 months (QOP415. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate TNT Post UK on each of the following aspects:)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
		*a	*b	*a	*b	*c
Significance Level: 95%	3	3	-	1	1	1
Unweighted total	2	2	-	1	*	*
Weighted total						
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	-
	13%	13%	-%	-%	100%	-%
Neither low nor high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	-	*
	11%	11%	-%	-%	-%	100%
Very high	1	1	-	1	-	-
	76%	76%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
NET: High	1	1	-	1	-	*
	87%	87%	-%	100%	-%	100%
NET: Low	*	*	-	-	*	-
	13%	13%	-%	-%	100%	-%

Columns Tested: a,b - a,b,c

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Table 171

Page 1542

The price of the postal services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	70	a	b	c	d	e	f	g	h	i	j	k	l	m
Weighted total	68	3	5	4	3	4	7	6	6	5	6	11	10	43
		2	6	8	1	5	16	10	6	7	1	4	2	61
Very low	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	%
Quite low	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%
Neither low nor high	3	-	1	*	-	-	-	-	1	-	-	1	*	3
	5%	-%	20%	2%	-%	-%	-%	-%	23%	-%	-%	14%	4%	5%
Quite high	35	2	3	3	1	1	10	7	-	5	*	2	*	33
	52%	82%	52%	33%	100%	26%	65%	74%	-%	79%	28%	58%	11%	53%
Very high	24	-	2	2	-	4	5	*	5	1	1	1	2	20
	35%	-%	28%	32%	-%	74%	35%	2%	75%	21%	72%	28%	79%	33%
Don't Know (DO NOT READ OUT)	5	*	-	3	-	-	-	3	*	-	-	-	-	5
	8%	8%	-%	33%	-%	-%	-%	25%	3%	-%	-%	-%	-%	9%
NET: High	59	2	5	5	1	5	16	8	5	7	1	3	2	53
	87%	82%	80%	65%	100%	100%	100%	75%	75%	100%	100%	86%	91%	86%
NET: Low	*	*	-	-	-	-	-	-	-	-	-	-	*	*
	%	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 171 (continuation)

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The price of the postal services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	a	*b	*c	*d	*e	a	b
Unweighted total	70	2	18	2	2	25	1	19	45	19	6	-	25	36	34
Weighted total	68	3	21	2	4	21	*	17	64	3	1	-	4	31	37
Very low	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	*%	-%	-%	-%	-%	-%	-%	1%	-%	7%	-%	-%	5%	1%	-%
Quite low	*	-	*	-	-	-	-	-	-	*	-	-	*	-	*
	*%	-%	1%	-%	-%	-%	-%	-%	-%	4%	-%	-%	3%	-%	*%
Neither low nor high	3	1	*	-	1	*	*	*	3	*	*	-	1	2	2
	5%	45%	1%	-%	34%	2%	100%	1%	5%	10%	28%	-%	14%	6%	4%
Quite high	35	-	11	2	2	12	-	7	33	1	1	-	2	13	23
	52%	-%	52%	100%	66%	58%	-%	43%	52%	47%	57%	-%	50%	40%	61%
Very high	24	2	10	-	-	8	-	4	23	1	-	-	1	11	12
	35%	55%	46%	-%	-%	40%	-%	25%	36%	27%	-%	-%	20%	37%	33%
Don't Know (DO NOT READ OUT)	5	-	*	-	-	*	-	5	5	*	*	-	*	5	*
	8%	-%	1%	-%	-%	1%	-%	29%	8%	5%	16%	-%	8%	17%	*%
														b	
NET: High	59	2	21	2	2	20	-	12	56	2	1	-	3	24	35
	87%	55%	98%	100%	66%	97%	-%	68%	88%	74%	57%	-%	70%	77%	95%
														a	
NET: Low	*	-	*	-	-	-	-	*	-	*	-	-	*	*	*
	*%	-%	1%	-%	-%	-%	-%	1%	-%	10%	-%	-%	8%	1%	*%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	70	27	3	9	3	30	40	3	27	40	24	14	8	9	5	6	-
Weighted total	68	39	3	7	*	40	28	5	35	28	37	8	8	8	1	2	-
Very low	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-
	***	-%	-%	3%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	8%	-%
Quite low	*	-	-	-	-	-	*	-	-	*	-	-	-	*	-	-	-
	***	-%	-%	-%	-%	-%	***	-%	-%	***	-%	-%	-%	1%	-%	-%	-%
Neither low nor high	3	2	-	1	-	*	3	-	*	3	-	2	1	-	*	-	-
	5%	4%	-%	22%	-%	1%	11%	-%	1%	11%	-%	24%	18%	-%	12%	-%	-%
Quite high	35	23	3	2	*	21	14	3	19	14	18	3	4	7	*	2	-
	52%	60%	96%	33%	29%	54%	49%	50%	54%	49%	49%	42%	57%	97%	30%	79%	-%
Very high	24	11	*	3	-	13	11	-	13	11	13	3	2	*	*	*	-
	35%	29%	4%	43%	-%	33%	38%	-%	38%	38%	37%	34%	25%	1%	42%	5%	-%
Don't Know (DO NOT READ OUT)	5	3	-	-	*	5	*	3	3	*	5	-	-	-	*	*	-
	8%	7%	-%	-%	71%	13%	1%	50%	7%	1%	14%	-%	-%	-%	16%	7%	-%
NET: High	59	35	3	5	*	35	25	3	32	25	32	6	6	8	1	2	-
	87%	89%	100%	75%	29%	86%	87%	50%	92%	87%	86%	76%	82%	99%	72%	84%	-%
NET: Low	*	-	-	*	-	-	*	-	-	*	-	-	-	*	-	*	-
	***	-%	-%	3%	-%	-%	1%	-%	-%	1%	-%	-%	-%	1%	-%	8%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 171 (continuation)

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The price of the postal services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	b	*a	b	*a	b	*c
Unweighted total	39	7	12	5	4	37	32	24	45	-	54	15
Weighted total	39	3	14	2	4	33	34	23	43	-	51	16
Very low	*	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	5%	1%	-%	-%	*%	-%	*%	-%
Quite low	*	-	-	-	-	*	-	-	*	-	*	-
	*%	*%	-%	-%	-%	*%	-%	-%	*%	-%	*%	-%
Neither low nor high	3	*	*	-	1	2	2	1	2	-	3	1
	5%	4%	13%	1%	31%	5%	6%	6%	5%	-%	6%	3%
Quite high	35	1	4	-	3	21	15	15	21	-	26	10
	52%	56%	30%	28%	65%	63%	43%	63%	47%	-%	51%	59%
Very high	24	2	10	2	-	5	17	5	18	-	16	6
	35%	27%	57%	71%	-%	15%	51% a	20%	41%	-%	32%	37%
Don't Know (DO NOT READ OUT)	5	-	-	*	-	5	*	3	3	-	5	-
	8%	13%	-%	-%	15%	16%	*%	11%	6%	-%	11%	-%
NET: High	59	3	14	2	3	26	32	19	38	-	42	16
	87%	82%	87%	99%	65%	78%	94%	83%	88%	-%	83%	97%
NET: Low	*	-	-	-	*	*	-	-	*	-	*	-
	*%	*%	-%	-%	5%	1%	-%	-%	1%	-%	1%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 171 (continuation)

Page 1546

The price of the postal services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	e	f	g	a	*b	*c	a	b	*c
Unweighted total	70	26	16	28	58	49	64	58	33	42	50	54	2	11	32	63	20
Weighted total	68	27	16	25	54	45	62	51	23	43	46	56	*	6	32	59	13
Very low	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	9%	1%	-%	-%	9%	9%	9%	9%	1%	9%	9%	9%	-%	-%	1%	9%	1%
Quite low	*	*	-	-	*	*	*	*	*	*	*	*	-	-	-	*	*
	9%	9%	-%	-%	9%	9%	9%	9%	1%	9%	9%	9%	-%	-%	-%	9%	1%
Neither low nor high	3	1	1	1	3	3	3	3	3	3	3	3	-	*	3	3	1
	5%	5%	4%	5%	7%	8%	6%	7%	15%	6%	7%	6%	-%	7%	9%	6%	9%
Quite high	35	17	11	7	30	21	34	22	13	17	24	24	*	5	11	33	7
	52%	64%	73%	26%	56%	47%	55%	43%	56%	40%	52%	43%	57%	82%	34%	55%	49%
Very high	24	6	4	15	17	15	19	22	6	20	13	23	*	1	15	18	5
	35%	20%	23%	58%	31%	33%	30%	44%	26%	47%	29%	41%	43%	11%	48%	30%	38%
Don't Know (DO NOT READ OUT)	5	3	-	3	3	5	5	3	*	3	5	5	-	-	3	5	*
	8%	9%	-%	11%	5%	12%	9%	6%	1%	6%	12%	10%	-%	-%	9%	9%	1%
NET: High	59	23	15	21	47	35	53	44	18	37	37	48	*	5	26	50	12
	87%	84%	96%	83%	88%	79%	85%	87%	82%	87%	80%	84%	100%	93%	81%	85%	87%
NET: Low	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	9%	1%	-%	-%	1%	1%	9%	1%	1%	1%	1%	1%	-%	-%	1%	1%	2%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 171 (continuation)

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The price of the postal services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	b	*c
Unweighted total	70	43	34	11	1	40	69	62	69	66	70	-	47	70	23	24	39	6
Weighted total	68	40	28	13	*	34	67	58	67	64	68	-	49	68	26	22	39	7
Very low	*	*	-	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	*%	*%	-%	-%	-%	1%	*%	*%	*%	*%	*%	-%	-%	*%	1%	-%	*%	-%
Quite low	*	-	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	*%	-%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Neither low nor high	3	2	3	*	-	3	3	2	3	3	3	-	2	3	1	2	1	*
	5%	4%	10%	1%	-%	8%	5%	4%	5%	5%	5%	-%	4%	5%	5%	8%	4%	2%
Quite high	35	22	13	7	*	18	35	31	35	31	35	-	23	35	11	8	21	6
	52%	55%	47%	54%	100%	53%	53%	53%	53%	49%	52%	-%	47%	52%	44%	38%	53%	90%
Very high	24	11	11	6	-	7	22	22	22	24	24	-	18	24	10	10	14	1
	35%	27%	41%	46%	-%	22%	33%	38%	33%	37%	35%	-%	38%	35%	40%	42%	36%	8%
Don't Know (DO NOT READ OUT)	5	5	*	-	-	5	5	3	5	5	5	-	5	5	3	3	3	-
	8%	13%	1%	-%	-%	16%	8%	5%	8%	8%	8%	-%	11%	8%	10%	12%	7%	-%
NET: High	59	33	24	13	*	26	58	53	58	55	59	-	42	59	22	18	34	7
	87%	82%	88%	99%	100%	75%	86%	91%	86%	86%	87%	-%	85%	87%	84%	80%	89%	98%
NET: Low	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	*%	*%	*%	-%	-%	1%	*%	1%	*%	*%	*%	-%	*%	*%	1%	-%	1%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 171 (continuation)

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The price of the postal services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	c	a	b	a	*b	a	*b	*a	b	*a	b
Unweighted total	25	9	35	40	30	69	1	43	4	15	39	14	56
Weighted total	68	28	7	37	31	67	1	36	6	18	32	18	51
Very low	*	-	*	*	-	*	-	-	*	*	-	*	-
	*%	-%	-%	1%	-%	*%	-%	-%	3%	1%	-%	1%	-%
Quite low	*	*	-	*	-	*	-	*	-	-	*	-	*
	*%	*%	-%	-%	-%	*%	-%	*%	-%	-%	*%	-%	*%
Neither low nor high	3	3	*	1	3	3	-	3	-	1	2	-	3
	5%	10%	2%	2%	9%	5%	-%	8%	-%	7%	5%	-%	7%
Quite high	35	13	4	19	16	35	-	22	-	5	21	13	23
	52%	45%	66%	51%	52%	53%	-%	61%	-%	24%	66%	71%	45%
Very high	24	12	2	14	10	22	1	8	6	7	9	2	22
	35%	44%	30%	39%	30%	34%	100%	22%	97%	39%	28%	12%	43%
Don't Know (DO NOT READ OUT)	5	-	*	3	3	5	-	3	-	5	*	3	3
	8%	-%	2%	7%	9%	8%	-%	8%	-%	28%	*%	15%	5%
NET: High	59	25	6	33	26	58	1	30	6	12	30	15	44
	87%	89%	96%	90%	83%	86%	100%	84%	97%	64%	94%	84%	88%
NET: Low	*	*	-	*	-	*	-	*	*	*	*	*	*
	*%	*%	-%	1%	-%	*%	-%	*%	3%	1%	*%	1%	*%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

The price of the postal services provided by Other (1st) in the last 12 months (QOP498. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (1st) on each of the following aspects:)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
Significance Level: 95%	a	*b	*a	*b	*c
Unweighted total	61	-	26	28	16
Weighted total	68	-	29	30	10
Very low	*	-	-	*	-
	*%	-%	-%	1%	-%
Quite low	*	-	*	-	-
	*%	-%	*%	-%	-%
Neither low nor high	3	-	3	*	1
	5%	-%	10%	*%	6%
Quite high	35	-	18	15	2
	52%	-%	62%	51%	25%
Very high	24	-	8	9	7
	35%	-%	28%	31%	66%
Don't Know (DO NOT READ OUT)	5	-	-	5	*
	8%	-%	-%	17%	3%
NET: High	59	-	26	24	9
	87%	-%	90%	82%	91%
NET: Low	*	-	*	*	-
	*%	-%	*%	1%	-%

Columns Tested: a,b - a,b,c

The price of the postal services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	5	a	b	c	d	e	f	g	h	i	j	k	l	m
Weighted total	3	2	1	-	-	-	-	1	-	-	-	1	-	4
		*	*	-	-	-	-	2	-	-	-	*	-	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	5%	-	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%
Neither low nor high	1	*	-	-	-	-	-	-	-	-	-	*	-	*
	18%	54%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	6%
Quite high	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	72%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	82%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	5%	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%
NET: High	2	-	-	-	-	-	-	2	-	-	-	-	-	2
	72%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	82%
NET: Low	*	-	*	-	-	-	-	-	-	-	-	-	-	*
	5%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

The price of the postal services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	1	-	-	2	-	2	2	2	1	-	3	1	4
Weighted total	3	-	*	-	-	3	-	*	3	*	*	-	1	*	3
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	5%	-%	-%	-%	-%	-%	-%	49%	-%	49%	-%	-%	34%	-%	6%
Neither low nor high	1	-	-	-	-	*	-	*	*	*	-	-	*	*	*
	18%	-%	-%	-%	-%	14%	-%	51%	14%	51%	-%	-%	36%	100%	13%
Quite high	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	72%	-%	-%	-%	-%	86%	-%	-%	86%	-%	-%	-%	-%	-%	76%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	5%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	30%	-%	5%
NET: High	2	-	-	-	-	2	-	-	2	-	-	-	-	-	2
	72%	-%	-%	-%	-%	86%	-%	-%	86%	-%	-%	-%	-%	-%	76%
NET: Low	*	-	-	-	-	-	-	*	-	*	-	-	*	-	*
	5%	-%	-%	-%	-%	-%	-%	49%	-%	49%	-%	-%	34%	-%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

The price of the postal services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																	
Unweighted total	5	2	-	1	1	2	3	-	2	3	1	1	1	-	1	1	-
Weighted total	3	1	-	*	*	3	1	-	3	1	2	*	*	-	*	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	5%	31%	-%	-%	-%	-%	34%	-%	-%	34%	-%	-%	100%	-%	-%	-%	-%
Neither low nor high	1	*	-	*	-	*	*	-	*	*	-	*	-	-	-	*	-
	18%	69%	-%	100%	-%	14%	36%	-%	14%	36%	-%	100%	-%	-%	-%	100%	-%
Quite high	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	72%	-%	-%	-%	-%	86%	-%	-%	86%	-%	100%	-%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	5%	-%	-%	-%	100%	-%	30%	-%	-%	30%	-%	-%	-%	-%	100%	-%	-%
NET: High	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	72%	-%	-%	-%	-%	86%	-%	-%	86%	-%	100%	-%	-%	-%	-%	-%	-%
NET: Low	*	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	5%	31%	-%	-%	-%	-%	34%	-%	-%	34%	-%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 172 (continuation)

Page 1553

The price of the postal services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	5	2	1	-	1	1	3	2	4	-	4	1
Weighted total	3	3	*	-	*	*	1	3	*	-	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	-	*	-	*	-	-	*	-
5%	5%	7%	-%	-%	-%	34%	-%	100%	-%	-%	6%	-%
Neither low nor high	1	-	*	-	*	*	*	-	1	-	*	*
18%	18%	-%	100%	-%	100%	36%	14%	-%	19%	-%	6%	100%
Quite high	2	2	-	-	-	-	2	-	2	-	2	-
72%	72%	93%	-%	-%	-%	-%	86%	-%	76%	-%	82%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	*	-	-	*	-	*	-
5%	5%	-%	-%	-%	100%	30%	-%	-%	5%	-%	5%	-%
NET: High	2	2	-	-	-	-	2	-	2	-	2	-
72%	72%	93%	-%	-%	-%	-%	86%	-%	76%	-%	82%	-%
NET: Low	*	*	-	-	-	*	-	*	-	-	*	-
5%	5%	7%	-%	-%	-%	34%	-%	100%	-%	-%	6%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 172 (continuation)

Page 1554

The price of the postal services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfillment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	1	2	5	4	5	5	3	3	5	4	-	1	4	5	2
Weighted total	3	*	*	3	3	1	3	3	1	3	3	3	-	*	1	3	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	5%	49%	-%	-%	5%	19%	5%	5%	-%	-%	5%	-%	-%	100%	19%	5%	-%
Neither low nor high	1	*	*	-	1	1	1	1	1	*	1	1	-	-	1	1	*
	18%	51%	100%	-%	18%	64%	18%	18%	79%	7%	18%	19%	-%	-%	64%	18%	54%
Quite high	2	-	-	2	2	-	2	2	-	2	2	2	-	-	-	2	-
	72%	-%	-%	94%	72%	-%	72%	72%	-%	87%	72%	76%	-%	-%	-%	72%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	5%	-%	-%	6%	5%	17%	5%	5%	21%	6%	5%	5%	-%	-%	17%	5%	46%
NET: High	2	-	-	2	2	-	2	2	-	2	2	2	-	-	-	2	-
	72%	-%	-%	94%	72%	-%	72%	72%	-%	87%	72%	76%	-%	-%	-%	72%	-%
NET: Low	*	*	-	-	*	*	*	*	-	-	*	-	-	*	*	*	-
	5%	49%	-%	-%	5%	19%	5%	5%	-%	-%	5%	-%	-%	100%	19%	5%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 172 (continuation)

Page 1555

The price of the postal services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Significance Level: 95%	5	4	2	1	-	3	5	5	5	5	5	-	4	5	2	1	4	-
Unweighted total	3	3	*	*	-	3	3	3	3	3	3	-	3	3	*	*	3	-
Weighted total																		
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	5%	6%	54%	100%	-%	-%	5%	5%	5%	5%	5%	-%	6%	5%	-%	-%	6%	-%
Neither low nor high	1	*	-	-	-	*	1	1	1	1	1	-	*	1	*	*	*	-
	18%	6%	-%	-%	-%	7%	18%	18%	18%	18%	18%	-%	13%	18%	54%	100%	6%	-%
Quite high	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	72%	82%	-%	-%	-%	87%	72%	72%	72%	72%	72%	-%	76%	72%	-%	-%	82%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	5%	5%	46%	-%	-%	6%	5%	5%	5%	5%	5%	-%	5%	5%	46%	-%	5%	-%
NET: High	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	72%	82%	-%	-%	-%	87%	72%	72%	72%	72%	72%	-%	76%	72%	-%	-%	82%	-%
NET: Low	*	*	*	*	-	-	*	*	*	*	*	-	*	*	-	-	*	-
	5%	6%	54%	100%	-%	-%	5%	5%	5%	5%	5%	-%	6%	5%	-%	-%	6%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 172 (continuation)

Page 1556

The price of the postal services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%													
Unweighted total	5	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Weighted total	3	3	-	2	4	1	5	2	2	3	1	3	2
Very low	3	3	-	*	1	2	3	3	*	1	2	1	3
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Quite low	5%	6%	-	-	19%	-	5%	-	49%	34%	-	34%	-
Neither low nor high	1	*	-	*	1	-	1	-	*	*	-	*	*
18%	14%	-	54%	64%	-	18%	-	-	51%	36%	-	36%	14%
Quite high	2	2	-	-	2	-	2	-	-	-	2	-	2
72%	80%	-	-	-	100%	72%	-	94%	-	-	100%	-	86%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	*	-	*	-	*	-
5%	-	-	46%	17%	-	5%	-	6%	-	30%	-	30%	-
NET: High	2	2	-	-	2	-	2	-	-	-	2	-	2
72%	80%	-	-	-	100%	72%	-	94%	-	-	100%	-	86%
NET: Low	*	*	-	*	*	-	*	*	*	*	-	*	-
5%	6%	-	-	19%	-	5%	-	-	49%	34%	-	34%	-

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Other (2nd) in the last 12 months (QOP499. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (2nd) on each of the following aspects:)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter		
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
		*a	*b	*a	*b	*c
Significance Level: 95%	5	4	-	2	1	2
Unweighted total	3	3	-	3	*	1
Weighted total						
Very low	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Quite low	*	*	-	*	-	-
	5%	6%	-%	7%	-%	-%
Neither low nor high	1	*	-	-	*	*
	18%	6%	-%	-%	100%	72%
Quite high	2	2	-	2	-	-
	72%	82%	-%	93%	-%	-%
Very high	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*
	5%	5%	-%	-%	-%	28%
NET: High	2	2	-	2	-	-
	72%	82%	-%	93%	-%	-%
NET: Low	*	*	-	*	-	-
	5%	6%	-%	7%	-%	-%

Columns Tested: a,b - a,b,c

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Table 173

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The price of the postal services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	1	-	-	-	-	-	-	-	-	-	-	1	-	-
Weighted total	*	-	-	-	-	-	-	-	-	-	-	*	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

The price of the postal services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	-	-	-	-	1	-	-	1	-	-	-	-	-	1
Weighted total	-	-	-	-	*	-	-	*	-	-	-	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	-	-	*	-	-	*	-	-	-	-	-	*
100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	-	-	*	-	-	*	-	-	-	-	-	*
100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 173 (continuation)

Page 1560

The price of the postal services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-
Weighted total	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 173 (continuation)

Page 1561

The price of the postal services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1	1	1	1	1	1	1	1	1	1	1	1
Weighted total	*	*	*	*	*	*	*	*	*	*	*	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	*	*	*	*	*	*	*	*	*	*
100%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	*	*	*	*	*	*	*	*	*	*
100%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 173 (continuation)

Page 1562

The price of the postal services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	1	-	1	1	1	1	1	-	1	1	-	-	1	1	-
Weighted total	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	-	*	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 173 (continuation)

Page 1563

The price of the postal services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	1					1	1	1	1	1	-	1	1	-	1	-	-
Weighted total	*					*	*	*	*	*	-	*	*	-	*	-	-
Very low	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*					*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
Very high	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*					*	*	*	*	*	-	*	*	-	*	-	-
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Low	-					-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 173 (continuation)

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The price of the postal services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	-	-	1	-	1	-	-	-	-	-	-	1
Weighted total	*	-	-	*	-	*	-	-	-	-	-	-	*
Very low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither low nor high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Quite high	*	*	-	*	-	*	-	-	-	-	-	-	*
100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Very high	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: High	*	*	-	*	-	*	-	-	-	-	-	-	*
100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
NET: Low	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

The price of the postal services provided by Other (3rd) in the last 12 months (QOP4100. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate Other (3rd) on each of the following aspects:)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very low

Quite low

Neither low nor high

Quite high

Very high

Don't Know (DO NOT READ OUT)

NET: High

NET: Low

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
1	-	-	-	-	1
*	-	-	-	-	*
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
*	-	-	-	-	*
100%	-%	-%	-%	-%	100%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
*	-	-	-	-	*
100%	-%	-%	-%	-%	100%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%

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Table 174

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QOP4. SUMMARY. QOP4. On a scale of 1 to 5 where 5 is very high and 1 is very low how would you rate [QV5C] on each of the following aspects:

The price of the postal services provided by [QV5C] in the last 12 months

Base: All Respondents who use more than one mail service provider

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	City Link Post	DX	Pitney Bowes	TNT Express	TNT Post UK	Other (1st)	Other (2nd)	Other (3rd)
Significance Level: 95%	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p
Unweighted total	38	41	11	38	9	52	28	25	14	12	5	2	3	70	5	1
Weighted total	43	22	15	43	7	61	36	27	9	9	4	2	2	68	3	*
Very low	3	-	-	2	-	3	-	-	-	-	-	-	-	*	-	-
	7%	-%	-%	6%	-%	4%	-%	-%	-%	-%	-%	-%	-%	*%	-%	-%
n																
Quite low	3	3	-	3	*	5	-	2	-	-	-	*	*	*	*	-
	7%	12%	-%	7%	5%	8%	-%	9%	-%	-%	-%	10%	13%	*%	5%	-%
n		n		n		n										
Neither low nor high	10	8	1	8	*	22	2	11	4	5	*	-	-	3	1	-
	24%	37%	9%	19%	3%	35%	5%	40%	45%	59%	8%	-%	-%	5%	18%	-%
n		n		n		n										
Quite high	19	7	10	16	4	14	7	10	2	1	*	2	*	35	2	*
	43%	30%	70%	38%	64%	22%	19%	36%	22%	8%	10%	90%	11%	52%	72%	100%
f														bf		
Very high	8	4	3	8	2	18	27	2	3	1	4	-	1	24	-	-
	18%	18%	22%	20%	28%	30%	75%	7%	31%	14%	82%	-%	76%	35%	-%	-%
Don't Know (DO NOT READ OUT)	1	1	-	5	-	1	*	2	*	2	-	-	-	5	*	-
	2%	3%	-%	12%	-%	1%	1%	9%	2%	20%	-%	-%	-%	8%	5%	-%
f																
NET: High	26	11	13	25	6	31	33	12	5	2	4	2	1	59	2	*
	61%	48%	91%	57%	92%	52%	94%	43%	54%	21%	92%	90%	87%	87%	72%	100%
														abdf		
NET: Low	6	3	-	5	*	7	-	2	-	-	-	*	*	*	*	-
	13%	12%	-%	12%	5%	12%	-%	9%	-%	-%	-%	10%	13%	*%	5%	-%
n		n		n		n										
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p																

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Table 175

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DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	38	2	5	5	3	3	6	4	1	1	1	1	30
Weighted total	43	2	6	13	2	2	8	8	2	*	*	*	41
Very dissatisfied	1	-	-	-	-	1	-	-	-	-	-	-	1
	3%	-%	-%	-%	-%	78%	-%	-%	-%	-%	-%	-%	3%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	*	-	-	-	-	-	*	-	-	1	*
	3%	-%	3%	-%	-%	-%	-%	-%	100%	-%	-%	50%	1%
Fairly satisfied	31	2	4	13	*	*	3	8	-	-	-	1	30
	71%	90%	76%	100%	13%	22%	33%	100%	-%	-%	-%	50%	73%
Very satisfied	10	*	1	-	1	5	-	2	-	*	*	-	10
	23%	10%	21%	-%	87%	-%	67%	-%	100%	-%	100%	100%	24%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	40	2	6	13	2	*	8	8	2	-	*	1	39
	94%	100%	97%	100%	100%	22%	100%	100%	100%	-%	100%	100%	96%
NET: Dissatisfied	1	-	-	-	-	1	-	-	-	-	-	-	1
	3%	-%	-%	-%	-%	78%	-%	-%	-%	-%	-%	-%	3%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

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Table 175 (continuation)

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DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	38	1	10	-	1	11	2	9	23	8	4	3	15	14	24
Weighted total	43	1	6	-	2	15	3	15	41	1	1	*	2	22	21
Very dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	8%	3%	-%	-%	-%	-%	-%	6%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	*	-	-	1	-	-	1	*	*	-	*	-	1
	3%	-%	8%	-%	-%	6%	-%	-%	2%	22%	23%	-%	18%	-%	6%
Fairly satisfied	31	-	5	-	2	11	2	10	30	*	*	*	1	18	13
	71%	-%	89%	-%	100%	76%	57%	65%	73%	39%	53%	39%	43%	81%	60%
Very satisfied	10	1	*	-	-	3	1	4	9	*	*	*	1	4	6
	23%	100%	3%	-%	-%	18%	43%	27%	22%	39%	23%	61%	38%	19%	27%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	40	1	5	-	2	14	3	14	38	1	1	*	2	22	18
	94%	100%	92%	-%	100%	94%	100%	92%	95%	78%	77%	100%	82%	100%	88%
NET: Dissatisfied	1	-	-	-	-	-	-	1	1	-	-	-	-	-	1
	3%	-%	-%	-%	-%	-%	-%	8%	3%	-%	-%	-%	-%	-%	6%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	38	10	2	5	6	18	20	4	14	20	9	14	5	4	3	2	-
Weighted total	43	19	1	4	1	28	15	7	21	15	16	13	5	3	3	*	-
Very dissatisfied	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-
	3%	-%	-%	-%	-%	5%	-%	-%	6%	-%	-%	10%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	*	*	-	*	1	1	-	1	1	*	-	1	*	*	-	-
	3%	2%	53%	-%	50%	2%	5%	-%	3%	5%	1%	-%	11%	6%	15%	-%	-%
Fairly satisfied	31	15	*	2	*	21	10	5	16	10	13	8	4	-	3	-	-
	71%	79%	47%	46%	20%	74%	66%	76%	74%	66%	84%	57%	89%	-	85%	-%	-%
Very satisfied	10	4	-	2	*	5	4	2	4	4	2	4	-	3	-	*	-
	23%	19%	-%	54%	31%	19%	29%	24%	18%	29%	15%	33%	-%	94%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	40	19	*	4	*	26	14	7	19	14	16	12	4	3	3	*	-
	94%	98%	47%	100%	50%	93%	95%	100%	91%	95%	99%	90%	89%	94%	85%	100%	-%
NET: Dissatisfied	1	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-	-
	3%	-%	-%	-%	-%	5%	-%	-%	6%	-%	-%	10%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 175 (continuation)

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DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Significance Level: 95%	38	22	4	3	2	5	28	10	22	16	-	37	1
Unweighted total	43	28	1	2	*	9	32	11	27	16	-	40	3
Weighted total													
Very dissatisfied	1	1	-	-	-	-	1	-	1	-	-	1	-
	3%	5%	-%	-%	-%	-%	4%	-%	5%	-%	-%	3%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	*	*	-	*	1	*	1	*	-	1	-
	3%	2%	16%	25%	-%	2%	3%	3%	3%	3%	-%	3%	-%
Fairly satisfied	31	20	*	1	*	6	23	8	19	12	-	28	3
	71%	73%	58%	66%	42%	70%	71%	73%	71%	71%	-%	69%	100%
Very satisfied	10	6	*	*	*	2	7	3	6	4	-	10	-
	23%	20%	26%	10%	58%	28%	22%	24%	21%	26%	-%	25%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	40	26	1	1	*	8	30	10	25	16	-	37	3
	94%	93%	84%	75%	100%	98%	93%	97%	92%	97%	-%	94%	100%
NET: Dissatisfied	1	1	-	-	-	-	1	-	1	-	-	1	-
	3%	5%	-%	-%	-%	-%	4%	-%	5%	-%	-%	3%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 175 (continuation)

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DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	*e	*f	g	*a	*b	*c	*a	b	*c
Unweighted total	38	21	5	12	37	34	37	33	15	13	31	20	-	16	28	37	11
Weighted total	43	20	8	14	40	34	40	32	15	8	30	21	-	18	29	40	5
Very dissatisfied	1	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	1
	3%	-%	-%	9%	3%	-%	3%	4%	-%	16%	4%	6%	-%	-%	4%	3%	24%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	-	*	1	1	1	1	1	1	1	1	-	*	1	1	*
	3%	4%	-%	3%	3%	4%	3%	4%	7%	15%	4%	4%	-%	2%	4%	3%	5%
Fairly satisfied	31	16	6	9	28	25	28	21	8	5	20	15	-	13	21	28	2
	71%	78%	71%	61%	69%	74%	69%	65%	58%	63%	67%	69%	-%	75%	72%	69%	39%
Very satisfied	10	4	2	4	10	7	10	9	5	*	7	4	-	4	6	10	2
	23%	18%	29%	27%	25%	22%	25%	27%	35%	6%	25%	21%	-%	23%	20%	25%	32%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	40	19	8	13	37	33	37	29	14	5	28	19	-	18	27	37	4
	94%	96%	100%	88%	94%	96%	94%	92%	93%	69%	92%	90%	-%	98%	92%	94%	71%
NET: Dissatisfied	1	-	-	1	1	-	1	1	-	1	1	1	-	-	1	1	1
	3%	-%	-%	9%	3%	-%	3%	4%	-%	16%	4%	6%	-%	-%	4%	3%	24%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 175 (continuation)

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DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	38	33	27	4	1	32	38	38	38	36	38	-	27	37	15	11	22	5
Weighted total	43	35	27	5	2	33	43	43	43	40	43	-	32	43	12	14	23	7
Very dissatisfied	1	1	-	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
	3%	4%	-%	-%	-%	4%	3%	3%	3%	3%	3%	-%	-%	3%	-%	-%	6%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	1	1	1	-
	3%	2%	3%	-%	-%	4%	3%	3%	3%	3%	3%	-%	2%	3%	6%	5%	3%	-%
Fairly satisfied	31	25	21	3	2	22	31	31	31	31	31	-	26	30	11	11	15	5
	71%	72%	76%	69%	100%	67%	71%	71%	71%	76%	71%	-%	83%	71%	88%	78%	65%	78%
Very satisfied	10	7	6	1	-	8	10	10	10	7	10	-	5	10	1	2	6	1
	23%	21%	20%	31%	-%	25%	23%	23%	23%	18%	23%	-%	15%	23%	6%	17%	26%	22%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	40	32	26	5	2	30	40	40	40	38	40	-	31	40	11	13	21	7
	94%	94%	97%	100%	100%	92%	94%	94%	94%	94%	94%	-%	98%	94%	94%	95%	91%	100%
NET: Dissatisfied	1	1	-	-	-	1	1	1	1	1	1	-	-	1	-	-	1	-
	3%	4%	-%	-%	-%	4%	3%	3%	3%	3%	3%	-%	-%	3%	-%	-%	6%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 175 (continuation)

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DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	38	8	6	23	30	8	37	1	25	2	11	26	4	34
Weighted total	43	10	4	27	30	13	43	*	27	*	12	28	2	41
Very dissatisfied	1	-	-	1	1	-	1	-	-	-	-	1	1	-
	3%	-%	-%	5%	4%	-%	3%	-%	-%	-%	-%	5%	61%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	*	-	1	1	-	1	-	1	-	1	1	1	1
	3%	4%	-%	4%	4%	-%	3%	-%	3%	-%	5%	2%	30%	2%
Fairly satisfied	31	7	3	20	24	7	31	-	16	*	9	19	-	31
	71%	78%	92%	72%	80%	51%	71%	-%	61%	62%	74%	67%	-%	75%
Very satisfied	10	2	*	5	3	6	10	*	10	*	3	7	*	10
	23%	18%	8%	20%	11%	49%	22%	100%	36%	38%	21%	26%	8%	24%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	40	9	4	25	27	13	40	*	26	*	11	26	*	40
	94%	96%	100%	92%	91%	100%	94%	100%	97%	100%	95%	93%	8%	98%
NET: Dissatisfied	1	-	-	1	1	-	1	-	-	-	-	1	1	-
	3%	-%	-%	5%	4%	-%	3%	-%	-%	-%	-%	5%	61%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 175 (continuation)

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DHL (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DHL and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
38	29	1	6	6	8	18
43	35	1	8	9	7	19
1	-	1	-	-	1	-
3%	-%	100%	-%	-%	18%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
1	*	-	-	-	1	1
3%	1%	-%	-%	-%	8%	4%
31	25	-	7	7	5	12
71%	72%	-%	82%	80%	75%	61%
10	10	-	1	2	-	7
23%	27%	-%	18%	20%	-%	35%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
40	35	-	8	9	5	18
94%	99%	-%	100%	100%	75%	96%
1	-	1	-	-	1	-
3%	-%	100%	-%	-%	18%	-%

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Table 176 Page 1575

TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	41	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Weighted total	22	5	4	1	3	1	1	5	4	-	4	6	7	24
		4	1	*	1	*	3	5	3	-	2	2	2	17
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%
Neither satisfied nor dissatisfied	3	-	-	-	*	-	-	2	*	-	*	-	*	3
	16%	-%	-%	-%	31%	-%	-%	45%	10%	-%	26%	-%	6%	17%
Fairly satisfied	11	3	1	*	-	*	-	1	3	-	1	1	1	8
	49%	90%	74%	100%	-%	100%	-%	10%	90%	-%	74%	46%	49%	47%
Very satisfied	7	*	*	-	*	-	3	2	-	-	-	1	*	6
	32%	5%	26%	-%	69%	-%	100%	46%	-%	-%	-%	54%	18%	34%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	1%	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%
NET: Satisfied	18	4	1	*	*	*	3	3	3	-	1	2	1	14
	81%	95%	100%	100%	69%	100%	100%	55%	90%	-%	74%	100%	68%	82%
NET: Dissatisfied	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	2%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	26%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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Table 176 (continuation)

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	41	3	14	1	2	7	-	12	18	12	9	2	23	23	18
Weighted total	22	4	6	*	*	2	-	7	18	2	2	*	4	12	11
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	2%	-%	8%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	4%
Neither satisfied nor dissatisfied	3	-	1	-	-	*	-	3	3	*	*	-	1	1	3
	16%	-%	10%	-%	-%	8%	-%	37%	16%	14%	21%	-%	16%	8%	24%
Fairly satisfied	11	2	4	*	*	1	-	1	9	1	1	*	2	7	4
	49%	41%	68%	100%	78%	68%	-%	19%	50%	44%	36%	100%	46%	56%	42%
Very satisfied	7	2	1	-	*	1	-	3	6	1	1	-	1	4	3
	32%	59%	14%	-%	22%	24%	-%	41%	32%	32%	43%	-%	33%	34%	30%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
	1%	-%	-%	-%	-%	-%	-%	3%	-%	10%	-%	-%	5%	2%	-%
NET: Satisfied	18	4	5	*	*	2	-	4	15	1	1	*	3	10	8
	81%	100%	82%	100%	100%	92%	-%	60%	82%	76%	79%	100%	79%	90%	72%
NET: Dissatisfied	*	-	*	-	-	-	-	-	*	-	-	-	-	-	*
	2%	-%	8%	-%	-%	-%	-%	-%	3%	-%	-%	-%	-%	-%	4%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 176 (continuation)

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%																		
Unweighted total	41	9	3	7	6	15	26	2	13	26	11	8	10	3	5	4	-	
Weighted total	22	10	1	3	1	11	11	1	10	11	14	3	2	1	1	1	-	
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly dissatisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-	
	2%	-%	-%	17%	-%	-%	4%	-%	-%	4%	-%	15%	-%	-%	-%	-%	-%	
Neither satisfied nor dissatisfied	3	-	*	*	*	*	3	-	*	3	2	*	*	-	-	1	-	
	16%	-%	45%	12%	31%	2%	30%	-%	2%	30%	17%	5%	5%	22%	-%	63%	-%	
Fairly satisfied	11	5	1	2	*	5	6	1	4	6	6	2	2	-	1	-	-	
	49%	47%	55%	61%	18%	48%	51%	100%	44%	51%	46%	57%	72%	-%	100%	-%	-%	
Very satisfied	7	5	-	*	*	6	2	-	6	2	5	1	1	1	-	*	-	
	32%	53%	-%	4%	51%	50%	14%	-%	55%	14%	37%	23%	23%	78%	-%	18%	-%	
Don't Know (DO NOT READ OUT)	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-	
	1%	-%	-%	7%	-%	-%	2%	-%	-%	2%	-%	-%	-%	-%	-%	19%	-%	
NET: Satisfied	18	10	1	2	1	11	7	1	10	7	11	3	2	1	1	*	-	
	81%	100%	55%	65%	69%	98%	64%	100%	98%	64%	83%	80%	95%	78%	100%	18%	-%	
NET: Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-	
	2%	-%	-%	17%	-%	-%	4%	-%	-%	4%	-%	15%	-%	-%	-%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 176 (continuation)

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%													
Unweighted total	41	a	b	c	d	e	a	b	a	b	a	b	c
Weighted total	22	20	11	7	-	1	7	-	17	24	-	38	3
Very dissatisfied		15	5	2	-	*	10	12	7	16	-	21	1
	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied		-	-	*	-	-	-	*	-	*	-	-	*
	2%	-%	-%	31%	-%	-%	-%	4%	-%	3%	-%	-%	35%
Neither satisfied nor dissatisfied		*	3	-	-	-	1	3	1	3	-	3	-
	16%	1%	66%	-%	-%	-%	8%	22%	12%	17%	-%	17%	-%
Fairly satisfied		9	1	*	-	-	5	5	2	9	-	11	*
	49%	60%	26%	22%	-%	-%	53%	46%	31%	57%	-%	50%	34%
Very satisfied		6	*	1	-	-	4	3	4	3	-	7	*
	32%	39%	8%	48%	-%	-%	37%	27%	56%	22%	-%	32%	30%
Don't Know (DO NOT READ OUT)		-	-	-	-	*	*	-	-	*	-	*	-
	1%	-%	-%	-%	-%	100%	2%	-%	-%	1%	-%	1%	-%
NET: Satisfied		15	2	1	-	-	9	9	6	12	-	17	1
	81%	99%	34%	69%	-%	-%	90%	74%	88%	79%	-%	82%	65%
NET: Dissatisfied		-	-	*	-	-	-	*	-	*	-	-	*
	2%	-%	-%	31%	-%	-%	-%	4%	-%	3%	-%	-%	35%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 176 (continuation)

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	e	f	g	a	*b	*c	*a	b	*c
Unweighted total	41	24	10	7	38	31	39	36	16	26	36	32	3	4	26	40	17
Weighted total	22	14	5	3	20	15	20	20	10	14	18	20	1	1	15	22	5
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	2%	3%	-%	-%	2%	3%	2%	2%	-%	3%	-%	2%	-%	-%	3%	2%	9%
Neither satisfied nor dissatisfied	3	*	3	*	3	1	3	3	1	1	3	3	-	-	3	3	*
	16%	2%	61%	5%	17%	7%	17%	17%	7%	6%	19%	17%	-%	-%	23%	16%	5%
Fairly satisfied	11	6	2	3	9	6	9	9	6	8	11	9	1	1	7	11	3
	49%	47%	33%	83%	44%	41%	45%	43%	61%	59%	57%	44%	78%	100%	46%	49%	56%
Very satisfied	7	6	*	*	7	7	7	7	3	4	4	7	*	-	4	7	1
	32%	46%	7%	12%	35%	47%	35%	36%	31%	29%	23%	35%	22%	-%	27%	32%	25%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	1%	1%	-%	-%	1%	1%	1%	1%	2%	1%	1%	1%	-%	-%	1%	1%	4%
NET: Satisfied	18	13	2	3	16	13	16	16	9	12	15	16	1	1	11	18	4
	81%	93%	39%	95%	79%	88%	80%	80%	91%	89%	80%	79%	100%	100%	73%	81%	82%
NET: Dissatisfied	*	*	-	-	*	*	*	*	-	*	-	*	-	-	*	*	*
	2%	3%	-%	-%	2%	3%	2%	2%	-%	3%	-%	2%	-%	-%	3%	2%	9%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 176 (continuation)

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	c	a	b	c	d	e	*f	*a	b	*c	*a	*b	*c
Unweighted total	41	32	25	5	1	31	41	37	41	37	41	-	29	41	17	14	20	7
Weighted total	22	15	15	2	2	18	22	19	22	21	22	-	15	22	5	10	8	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	2%	-%	-%	-%	-%	-%	2%	3%	2%	2%	2%	-%	3%	2%	9%	5%	-%	-%
Neither satisfied nor dissatisfied	3	1	3	1	-	3	3	3	3	3	3	-	*	3	*	3	*	*
	16%	4%	21%	39%	-%	15%	16%	19%	16%	15%	16%	-%	2%	16%	6%	32%	1%	4%
Fairly satisfied	11	8	6	1	2	8	11	8	11	11	11	-	8	11	3	6	4	1
	49%	54%	38%	36%	100%	48%	49%	44%	49%	51%	49%	-%	53%	49%	57%	56%	53%	26%
Very satisfied	7	6	6	*	-	6	7	6	7	7	7	-	7	7	1	1	4	3
	32%	41%	41%	25%	-%	36%	32%	34%	32%	31%	32%	-%	43%	32%	25%	7%	44%	69%
Don't Know (DO NOT READ OUT)	*	*	-	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	1%	1%	-%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	4%	-%	2%	-%
NET: Satisfied	18	14	12	1	2	15	18	14	18	17	18	-	15	18	4	6	8	4
	81%	95%	79%	61%	100%	84%	81%	78%	81%	82%	81%	-%	95%	81%	81%	63%	96%	96%
NET: Dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	*	*	-	-
	2%	-%	-%	-%	-%	-%	2%	3%	2%	2%	2%	-%	3%	2%	9%	5%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 176 (continuation)

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	41	7	6	28	31	10	40	1	24	1	11	27	11	30
Weighted total	22	8	1	13	18	4	22	*	13	*	5	16	6	16
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
2%	2%	-%	35%	-%	3%	-%	2%	-%	-%	-%	-%	-%	-%	3%
Neither satisfied nor dissatisfied	3	2	*	1	3	-	3	-	3	-	3	*	3	*
16%	16%	32%	13%	7%	19%	-%	16%	-%	23%	-%	62%	3%	53%	2%
Fairly satisfied	11	5	*	5	8	3	11	-	9	-	1	10	2	9
49%	49%	67%	30%	41%	45%	71%	50%	-%	66%	-%	17%	61%	40%	53%
Very satisfied	7	*	*	7	6	1	7	*	1	-	1	6	*	7
32%	32%	1%	22%	50%	33%	29%	31%	100%	10%	-%	17%	37%	5%	42%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	-	*	-	-	*	*	-	*	-
1%	1%	-%	-%	1%	1%	-%	1%	-%	-%	100%	4%	-%	3%	-%
NET: Satisfied	18	5	1	12	14	4	18	*	10	-	2	16	3	15
81%	81%	68%	52%	92%	77%	100%	81%	100%	77%	-%	34%	97%	44%	95%
NET: Dissatisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
2%	2%	-%	35%	-%	3%	-%	2%	-%	-%	-%	-%	-%	-%	3%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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TNT (use only if no distinction made between 'TNT Express' & 'TNT Post UK') (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT and consider it to be their main provider in addition to Royal Mail

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
		a	*b	*a	*b	*c	*d
Unweighted total	41	37	1	13	10	4	14
Weighted total	22	21	*	7	6	2	7
Very dissatisfied	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	*	-	-	-	-	*
	2%	2%	-%	-%	-%	-%	7%
Neither satisfied nor dissatisfied	3	3	*	*	-	-	3
	16%	13%	100%	7%	-%	-%	46%
Fairly satisfied	11	11	-	3	3	2	3
	49%	52%	-%	49%	40%	100%	41%
Very satisfied	7	7	-	3	4	-	*
	32%	32%	-%	44%	57%	-%	6%
Don't Know (DO NOT READ OUT)	*	*	-	-	*	-	-
	1%	1%	-%	-%	3%	-%	-%
NET: Satisfied	18	18	-	6	6	2	3
	81%	84%	-%	93%	97%	100%	47%
NET: Dissatisfied	*	*	-	-	-	-	*
	2%	2%	-%	-%	-%	-%	7%

Columns Tested: a,b - a,b,c,d

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UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	11	2	1	-	-	2	3	-	1	1	-	-	1	10
	15	2	2	-	-	3	5	-	2	1	-	-	*	14
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	3	2	-	-	-	1	-	-	-	-	-	-	-	3
	20%	90%	-%	-%	-%	50%	-%	-%	-%	-%	-%	-%	-%	20%
	9	*	-	-	-	-	5	-	2	1	-	-	*	8
	58%	10%	-%	-%	-%	-%	93%	-%	100%	100%	-%	-%	100%	57%
	3	-	2	-	-	1	*	-	-	-	-	-	-	3
	22%	-%	100%	-%	-%	50%	7%	-%	-%	-%	-%	-%	-%	23%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
12	*	2	-	-	1	5	-	2	1	-	-	*	11	
80%	10%	100%	-%	-%	50%	100%	-%	100%	100%	-%	-%	100%	80%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 177 (continuation)

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UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	11	-	3	1	-	5	-	2	9	-	2	-	2	6	5
Weighted total	15	-	4	2	-	6	-	3	14	-	1	-	1	8	6
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	-	-	-	1	-	2	3	-	-	-	-	1	2
	20%	-%	-%	-%	-%	23%	-%	51%	21%	-%	-%	-%	-%	15%	27%
Fairly satisfied	9	-	3	2	-	4	-	-	8	-	*	-	*	6	3
	58%	-%	69%	100%	-%	71%	-%	-%	59%	-%	35%	-%	35%	67%	47%
Very satisfied	3	-	1	-	-	*	-	2	3	-	*	-	*	2	2
	22%	-%	31%	-%	-%	6%	-%	49%	20%	-%	65%	-%	65%	18%	26%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	-	4	2	-	4	-	2	11	-	1	-	1	7	5
	80%	-%	100%	100%	-%	77%	-%	49%	79%	-%	100%	-%	100%	85%	73%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 177 (continuation)

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UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	11	5	1	2	1	4	7	-	4	7	4	5	-	1	-	-	-
Weighted total	15	9	2	1	*	7	8	-	7	8	8	5	-	*	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	-	-	-	2	1	-	2	1	-	2	-	-	-	-	-
	20%	-%	-%	-%	-%	24%	16%	-%	24%	16%	-%	31%	-%	-%	-%	-%	-%
Fairly satisfied	9	6	2	1	-	4	5	-	4	5	6	2	-	-	-	-	-
	58%	69%	100%	100%	-%	54%	62%	-%	54%	62%	80%	44%	-%	-%	-%	-%	-%
Very satisfied	3	3	-	-	*	2	2	-	2	2	2	1	-	*	-	-	-
	22%	31%	-%	-%	100%	23%	21%	-%	23%	21%	20%	25%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	9	2	1	*	5	6	-	5	6	8	4	-	*	-	-	-
	80%	100%	100%	100%	100%	76%	84%	-%	76%	84%	100%	69%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 177 (continuation)

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UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	11	6	-	2	2	1	4	7	4	7	-	9	2
Weighted total	15	11	-	1	3	*	6	9	5	10	-	13	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	2	-	-	1	-	2	1	2	1	-	2	1
	20%	15%	-%	-%	50%	-%	28%	14%	35%	13%	-%	13%	73%
Fairly satisfied	9	8	-	*	-	*	3	6	1	7	-	8	*
	58%	71%	-%	57%	-%	100%	45%	67%	32%	71%	-%	63%	27%
Very satisfied	3	2	-	*	1	-	2	2	2	2	-	3	-
	22%	14%	-%	43%	50%	-%	27%	19%	33%	16%	-%	25%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	9	-	1	1	*	4	8	3	9	-	11	*
	80%	85%	-%	100%	50%	100%	72%	86%	65%	87%	-%	87%	27%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 177 (continuation)

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UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	11	7	1	3	8	6	8	10	3	5	8	8	-	3	7	8	2
Weighted total	15	10	2	3	10	6	10	13	4	8	13	10	-	4	8	10	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	2	1	2	2	2	3	-	1	3	1	-	2	3	2	2
	20%	-%	100%	46%	17%	30%	17%	22%	-%	16%	23%	12%	-%	37%	38%	17%	78%
Fairly satisfied	9	8	-	*	6	2	6	9	4	5	8	7	-	1	2	6	*
	58%	81%	-%	7%	63%	35%	63%	65%	100%	68%	64%	71%	-%	29%	25%	63%	22%
Very satisfied	3	2	-	1	2	2	2	2	-	1	2	2	-	2	3	2	-
	22%	19%	-%	47%	20%	35%	20%	13%	-%	16%	12%	16%	-%	35%	37%	20%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	10	-	1	8	4	8	10	4	7	10	9	-	3	5	8	*
	80%	100%	-%	54%	83%	70%	83%	78%	100%	84%	77%	88%	-%	63%	62%	83%	22%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 177 (continuation)

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UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	11	7	5	2	1	6	11	8	11	10	11	-	7	11	2	4	7	-
Weighted total	15	9	6	2	*	11	15	10	15	13	15	-	9	15	2	4	11	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	2	2	-	-	2	3	2	3	2	3	-	2	3	2	3	-	-
	20%	18%	26%	-%	-%	15%	20%	17%	20%	12%	20%	-%	18%	20%	78%	81%	-%	-%
Fairly satisfied	9	6	4	2	*	6	9	6	9	9	9	-	6	9	*	1	8	-
	58%	61%	68%	82%	100%	58%	58%	63%	58%	64%	58%	-%	68%	58%	22%	19%	71%	-%
Very satisfied	3	2	*	*	-	3	3	2	3	3	3	-	1	3	-	-	3	-
	22%	21%	6%	18%	-%	27%	22%	20%	22%	24%	22%	-%	14%	22%	-%	-%	29%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	7	5	2	*	9	12	8	12	12	12	-	7	12	*	1	11	-
	80%	82%	74%	100%	100%	85%	80%	83%	80%	88%	80%	-%	82%	80%	22%	19%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	11	8	1	2	6	5	11	-	6	-	2	7	3	8
Weighted total	15	11	*	3	9	6	15	-	7	-	4	9	4	10
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	3	-	-	-	3	3	-	2	-	-	2	2	1
	20%	26%	-%	-%	-%	48%	20%	-%	25%	-%	-%	18%	38%	12%
Fairly satisfied	9	8	*	-	7	2	9	-	2	-	4	4	3	6
	58%	71%	100%	-%	78%	30%	58%	-%	27%	-%	100%	47%	62%	57%
Very satisfied	3	*	-	3	2	1	3	-	3	-	-	3	-	3
	22%	3%	-%	100%	22%	21%	22%	-%	48%	-%	-%	35%	-%	31%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	12	8	*	3	9	3	12	-	5	-	4	7	3	9
	80%	74%	100%	100%	100%	52%	80%	-%	75%	-%	100%	82%	62%	88%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 177 (continuation)

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UK Mail (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UK Mail and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
11	9	1	4	3	3	1
15	13	2	5	4	5	*
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	1	2	-	-	3	-
20%	10%	100%	-%	-%	64%	-%
9	8	-	4	3	2	*
58%	65%	-%	69%	64%	36%	100%
3	3	-	2	2	-	-
22%	25%	-%	31%	36%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
12	12	-	5	4	2	*
80%	90%	-%	100%	100%	36%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
	38	4	4		2		2	3	5	2	2	4	2	30
	43	5	3	8	1	2	7	6	6	1	1	2	1	40
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	3	*	-	-	-	-	2	-	-	*	-	-	-	3
	6%	4%	-%	-%	-%	-%	33%	-%	-%	12%	-%	-%	-%	7%
	22	1	-	8	*	-	2	6	2	1	-	*	1	20
	50%	27%	-%	98%	15%	-%	33%	100%	25%	88%	-%	26%	100%	51%
	19	3	3	*	1	2	3	-	5	-	1	1	-	17
43%	69%	100%	2%	85%	100%	35%	-%	75%	-%	100%	74%	-%	42%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
41	4	3	8	1	2	5	6	6	1	1	2	1	37	
94%	96%	100%	100%	100%	100%	67%	100%	100%	88%	100%	100%	100%	93%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 178 (continuation)

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UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	38	1	7	-	-	21	1	6	28	4	4	2	10	17	21
Weighted total	43	3	6	-	-	27	2	5	42	1	1	*	2	20	23
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	3	-	-	-	-	-	2	*	*	-	*	2	*
	6%	-%	41%	-%	-%	-%	-%	-%	6%	26%	22%	-%	20%	12%	2%
Fairly satisfied	22	3	2	-	-	15	-	2	21	*	*	-	*	8	14
	50%	100%	28%	-%	-%	57%	-%	33%	52%	24%	28%	-%	21%	40%	59%
Very satisfied	19	-	2	-	-	12	2	4	18	*	*	*	1	10	9
	43%	-%	32%	-%	-%	43%	100%	67%	43%	50%	50%	100%	59%	48%	40%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	41	3	4	-	-	27	2	5	39	1	1	*	1	18	23
	94%	100%	59%	-%	-%	100%	100%	100%	94%	74%	78%	100%	80%	88%	98%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 178 (continuation)

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UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	38	12	4	3	1	11	27	1	10	27	11	9	4	6	3	4	-
Weighted total	43	18	3	3	*	16	27	2	15	27	12	13	4	4	4	4	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	2	-	-	*	-	3	-	-	3	-	-	2	*	-	-	-
	6%	13%	-%	-%	100%	-%	10%	-%	-%	10%	-%	-%	59%	9%	-%	-%	-%
Fairly satisfied	22	9	-	3	-	4	17	-	4	17	2	7	1	2	3	3	-
	50%	47%	-%	94%	-%	28%	64%	-%	31%	64%	15%	58%	31%	62%	68%	83%	-%
Very satisfied	19	7	3	*	-	12	7	2	10	7	10	5	*	1	1	1	-
	43%	40%	100%	6%	-%	72%	26%	100%	69%	26%	85%	42%	10%	28%	32%	17%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	41	16	3	3	-	16	24	2	15	24	12	13	2	3	4	4	-
	94%	87%	100%	100%	-%	100%	90%	100%	100%	90%	100%	100%	41%	91%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 178 (continuation)

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UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	b	*c
Unweighted total	38	14	4	4	4	10	21	17	15	23	-	35	3
Weighted total	43	18	1	5	6	12	24	19	18	25	-	40	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	*	2	-	*	*	3	*	3	-	3	-
	6%	-%	14%	51%	-%	1%	1%	13%	1%	10%	-%	7%	-%
Fairly satisfied	22	6	-	1	4	9	11	11	10	11	-	18	4
	50%	33%	-%	14%	75%	78%	44%	57%	58%	45%	-%	46%	95%
Very satisfied	19	12	1	2	1	2	13	6	7	12	-	19	*
	43%	67%	86%	35%	25%	20%	55%	29%	41%	45%	-%	47%	5%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	41	18	1	2	6	12	24	17	18	23	-	37	4
	94%	100%	86%	49%	100%	99%	99%	87%	99%	90%	-%	93%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 178 (continuation)

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UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	38	14	7	17	34	28	34	33	16	19	26	29	1	6	27	33	12
Weighted total	43	17	12	14	35	29	35	36	16	20	30	35	2	5	30	33	8
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	*	2	-	3	3	3	3	*	3	3	3	-	-	*	3	*
	6%	2%	20%	-%	8%	10%	8%	8%	2%	14%	9%	8%	-%	-%	1%	8%	5%
Fairly satisfied	22	6	7	9	19	16	19	17	10	9	14	20	-	*	17	19	3
	50%	34%	59%	63%	54%	56%	54%	48%	61%	45%	47%	56%	-%	10%	58%	56%	43%
Very satisfied	19	11	3	5	13	10	13	16	6	8	13	13	2	4	12	12	4
	43%	64%	21%	37%	39%	34%	39%	44%	37%	41%	44%	36%	100%	90%	41%	36%	52%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	41	17	10	14	32	26	32	33	16	17	27	33	2	5	30	31	7
	94%	98%	80%	100%	92%	90%	92%	92%	98%	86%	91%	92%	100%	100%	99%	92%	95%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 178 (continuation)

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UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	38	27	20	-	1	34	38	35	38	36	38	-	27	37	12	13	23	2
Weighted total	43	29	22	-	2	37	43	40	43	40	43	-	29	42	14	10	30	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	*	3	-	-	3	3	3	3	3	3	-	*	3	*	*	2	*
	6%	1%	13%	-%	-%	7%	6%	7%	6%	7%	6%	-%	1%	7%	3%	2%	8%	6%
Fairly satisfied	22	17	16	-	2	16	22	21	22	22	22	-	15	22	10	5	14	3
	50%	58%	72%	-%	100%	42%	50%	54%	50%	54%	50%	-%	51%	52%	69%	50%	45%	94%
Very satisfied	19	12	3	-	-	19	19	16	19	16	19	-	14	17	4	5	14	-
	43%	40%	15%	-%	-%	50%	43%	39%	43%	39%	43%	-%	48%	41%	29%	48%	47%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	41	28	19	-	2	34	41	37	41	37	41	-	28	39	14	10	28	3
	94%	99%	87%	-%	100%	93%	94%	93%	94%	93%	94%	-%	99%	93%	97%	98%	92%	94%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 178 (continuation)

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UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	b
Unweighted total	38	7	8	22	24	14	35	3	25	3	8	27	7	31
Weighted total	43	5	7	29	24	19	41	2	32	4	10	30	9	35
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	*	3	-	*	3	3	-	3	-	2	*	2	*
	6%	3%	36%	-%	1%	14%	7%	-%	9%	-%	24%	1%	28%	1%
Fairly satisfied	22	3	2	15	14	8	20	2	17	-	1	17	4	18
	50%	52%	24%	52%	58%	40%	48%	92%	54%	-%	13%	57%	45%	51%
Very satisfied	19	2	3	14	10	9	19	*	12	4	6	12	2	16
	43%	44%	39%	48%	41%	47%	45%	8%	37%	100%	63%	42%	27%	48%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	41	5	5	29	24	17	38	2	29	4	8	29	6	34
	94%	97%	64%	100%	99%	86%	93%	100%	91%	100%	76%	99%	72%	99%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 178 (continuation)

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UPS (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use UPS and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
38	35	1	8	7	5	18
43	41	2	11	9	8	16
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	-	2	*	-	-	3
6%	-%	100%	2%	-%	-%	16%
22	22	-	6	4	8	4
50%	54%	-%	58%	47%	95%	24%
19	19	-	4	5	*	9
43%	46%	-%	40%	53%	5%	59%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
41	41	-	10	9	8	13
94%	100%	-%	98%	100%	100%	84%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

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Table 179

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Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	9	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	7	-	1	-	3	1	-	-	1	1	2	-	-	7
		-	1	-	2	*	-	-	2	1	1	-	-	6
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	19%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	20%
	4	-	-	-	*	*	-	-	2	1	*	-	-	3
	53%	-%	-%	-%	11%	100%	-%	-%	100%	100%	22%	-%	-%	56%
	2	-	-	-	1	-	-	-	-	-	*	-	-	1
	29%	-%	-%	-%	89%	-%	-%	-%	-%	-%	78%	-%	-%	24%

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Table 179 (continuation)

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Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	9	-	2	-	1	3	-	2	5	3	1	-	4	6	3
Weighted total	7	-	2	-	*	3	-	*	6	*	*	-	1	4	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	19%	-%	-%	-%	-%	-%	-%	-%	21%	-%	-%	-%	-%	36%	-%
Fairly satisfied	4	-	2	-	-	2	-	*	3	*	-	-	*	*	3
	53%	-%	100%	-%	-%	59%	-%	37%	51%	100%	-%	-%	68%	9%	100%
Very satisfied	2	-	-	-	*	1	-	*	2	-	*	-	*	2	-
	29%	-%	-%	-%	100%	41%	-%	63%	28%	-%	100%	-%	32%	56%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	-	2	-	*	3	-	*	5	*	*	-	1	2	3
	81%	-%	100%	-%	100%	100%	-%	100%	79%	100%	100%	-%	100%	64%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 179 (continuation)

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Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	9	5	-	1	1	3	6	-	3	6	3	3	-	2	-	1	-
Weighted total	7	3	-	1	2	4	3	-	4	3	4	2	-	1	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-
	19%	-%	-%	100%	-%	-%	39%	-%	-%	39%	-%	80%	-%	-%	-%	-%	-%
Fairly satisfied	4	2	-	-	2	3	*	-	3	*	3	*	-	*	-	-	-
	53%	50%	-%	-%	100%	87%	15%	-%	87%	15%	87%	20%	-%	12%	-%	-%	-%
Very satisfied	2	2	-	-	-	*	1	-	*	1	*	-	-	1	-	*	-
	29%	50%	-%	-%	-%	13%	46%	-%	13%	46%	13%	-%	-%	88%	-%	100%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	-	-	2	4	2	-	4	2	4	*	-	1	-	*	-
	81%	100%	-%	-%	100%	100%	61%	-%	100%	61%	100%	20%	-%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 179 (continuation)

Page 1602

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	9	5	2	1	1	-	4	4	5	-	8	1
Weighted total	7	4	1	1	*	-	2	2	5	-	5	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	1	-	-	1	-	1	-	1	-
	19%	-%	-%	100%	-%	-%	27%	-%	27%	-%	24%	-%
Fairly satisfied	4	3	*	-	*	-	3	*	3	-	2	1
	53%	82%	12%	-%	100%	-%	6%	6%	73%	-%	40%	100%
Very satisfied	2	1	1	-	-	-	2	2	-	-	2	-
	29%	18%	88%	-%	-%	-%	94%	94%	-%	-%	37%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	1	-	*	-	3	2	3	-	4	1
	81%	100%	100%	-%	100%	-%	73%	100%	73%	-%	76%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	9	4	1	4	7	7	8	7	5	4	5	8	-	1	4	8	2
Weighted total	7	4	*	3	4	5	5	5	3	3	4	6	-	*	2	5	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	1	1	1	1	1	1	1	1	1	-	-	1	1	1
	19%	-%	-%	44%	31%	24%	24%	24%	36%	44%	34%	20%	-%	-%	59%	24%	50%
Fairly satisfied	4	3	*	*	2	2	2	2	2	*	2	4	-	-	*	2	-
	53%	87%	100%	5%	52%	38%	40%	38%	57%	12%	54%	57%	-%	-%	8%	40%	-%
Very satisfied	2	*	-	1	1	2	2	2	*	1	*	1	-	*	1	2	1
	29%	13%	-%	52%	17%	38%	37%	38%	6%	44%	13%	23%	-%	100%	33%	37%	50%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	4	*	2	3	4	4	4	2	2	2	5	-	*	1	4	1
	81%	100%	100%	56%	69%	76%	76%	76%	64%	56%	66%	80%	-%	100%	41%	76%	50%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 179 (continuation)

Page 1604

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	9	6	4	-	-	7	9	8	9	8	9	-	5	9	2	5	3	1
Weighted total	7	4	3	-	-	4	7	5	7	7	7	-	4	7	2	4	1	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	19%	32%	40%	-%	-%	34%	19%	24%	19%	19%	19%	-%	36%	19%	-%	29%	-%	-%
Fairly satisfied	4	2	*	-	-	*	4	2	4	3	4	-	2	4	1	2	*	2
	53%	50%	6%	-%	-%	13%	53%	40%	53%	51%	53%	-%	45%	53%	87%	37%	43%	100%
Very satisfied	2	1	2	-	-	2	2	2	2	2	2	-	1	2	*	1	*	-
	29%	18%	55%	-%	-%	53%	29%	37%	29%	30%	29%	-%	20%	29%	13%	34%	57%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	2	-	-	2	6	4	6	5	6	-	2	6	2	3	1	2
	81%	68%	60%	-%	-%	66%	81%	76%	81%	81%	81%	-%	64%	81%	100%	71%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	9	2	3	4	5	4	9	-	6	1	3	5	1	8
Weighted total	7	3	2	2	4	3	7	-	3	2	3	2	*	7
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	1	-	1	-	1	-	1	-	-	1	-	1
	19%	-%	80%	-%	33%	-%	19%	-%	36%	-%	-%	57%	-%	19%
Fairly satisfied	4	3	*	*	2	2	4	-	*	2	2	*	*	3
	53%	100%	20%	8%	48%	58%	53%	-%	14%	100%	53%	22%	100%	51%
Very satisfied	2	-	-	2	1	1	2	-	2	-	1	*	-	2
	29%	-%	-%	92%	18%	42%	29%	-%	50%	-%	47%	21%	-%	30%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	6	3	*	2	3	3	6	-	2	2	3	1	*	5
	81%	100%	20%	100%	67%	100%	81%	-%	64%	100%	100%	43%	100%	81%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 179 (continuation)

Page 1606

Yodel (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Yodel and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
9	8	-	1	2	2	4
7	7	-	1	2	2	2
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
1	1	-	1	-	-	-
19%	19%	-%	100%	-%	-%	-%
4	3	-	-	1	2	*
53%	52%	-%	-%	87%	100%	17%
2	2	-	-	*	-	2
29%	29%	-%	-%	13%	-%	83%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
6	5	-	-	2	2	2
81%	81%	-%	-%	100%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

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Table 180

Page 1607

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	m
Unweighted total	52	5	3	3	4	5	5	2	4	3	5	6	7	34
Weighted total	61	6	5	8	4	5	11	5	5	4	2	2	3	53
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	1	-	-	-	1	-	-	-	-	*	-	*	3
	6%	21%	-%	-%	-%	23%	-%	-%	-%	-%	19%	-%	16%	5%
Fairly satisfied	37	3	5	5	1	3	6	5	3	1	1	1	2	33
	60%	58%	100%	68%	31%	53%	50%	100%	65%	32%	59%	42%	56%	62%
Very satisfied	21	1	-	3	3	1	6	-	2	3	*	1	1	18
	34%	21%	-%	32%	69%	24%	50%	-%	35%	68%	22%	58%	29%	34%
NET: Satisfied	57	5	5	8	4	4	11	5	5	4	2	2	3	51
	94%	79%	100%	100%	100%	77%	100%	100%	100%	100%	81%	100%	84%	95%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 180 (continuation)

Page 1608

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor dissatisfied

Fairly satisfied

Very satisfied

NET: Satisfied

NET: Dissatisfied

Don't Know (DO NOT READ OUT)

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
52	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	4	12	-	2	17	1	14	46	5	-	1	6	29	23
Weighted total	6	12	-	1	24	2	14	60	1	-	*	1	34	27
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	3	1	-	-	1	-	1	3	-	-	-	-	*	3
Fairly satisfied	37	7	-	1	13	2	8	36	*	-	-	*	19	17
Very satisfied	60	71%	57%	100%	57%	100%	53%	61%	55%	-	-	45%	58%	64%
NET: Satisfied	57	11	-	1	23	2	13	56	1	-	*	1	33	24
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Ofcom; Business Postal Tracker

Table 180 (continuation)

Page 1609

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	52	22	5	3	-	25	27	5	20	27	21	15	7	1	2	2	-
Weighted total	61	31	5	3	-	29	32	7	22	32	30	14	4	*	2	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	3	*	-	-	-	3	-	-	3	-	*	3	-	*	-	-
	6%	9%	9%	-%	-%	-%	11%	-%	-%	11%	-%	3%	58%	-%	27%	-%	-%
Fairly satisfied	37	18	*	3	-	17	20	4	12	20	19	9	1	*	-	-	-
	60%	59%	6%	100%	-%	58%	63%	68%	55%	63%	64%	66%	29%	100%	1%	-%	-%
Very satisfied	21	10	4	-	-	12	8	2	10	8	11	4	1	-	1	1	-
	34%	32%	85%	-%	-%	42%	27%	32%	45%	27%	36%	31%	13%	-%	73%	100%	-%
NET: Satisfied	57	28	5	3	-	29	28	7	22	28	30	14	2	*	1	1	-
	94%	91%	91%	100%	-%	100%	89%	100%	100%	89%	100%	97%	42%	100%	73%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 180 (continuation)

Page 1610

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	a	*b	a	*b	*a	b	*c
Unweighted total	52	28	6	3	7	6	41	11	37	15	-	49	3
Weighted total	61	33	5	3	9	9	47	14	42	18	-	56	5
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	1	*	*	-	1	2	2	2	2	-	3	-
	6%	4%	8%	16%	-%	14%	4%	12%	4%	9%	-%	6%	-%
Fairly satisfied	37	20	1	3	5	7	28	9	24	12	-	32	4
	60%	61%	18%	84%	56%	81%	59%	66%	57%	68%	-%	58%	91%
Very satisfied	21	12	4	-	4	*	18	3	16	4	-	20	*
	34%	35%	74%	-%	44%	5%	38%	22%	39%	23%	-%	36%	9%
NET: Satisfied	57	32	5	3	9	8	45	12	41	17	-	53	5
	94%	96%	92%	84%	100%	86%	96%	88%	96%	91%	-%	94%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 180 (continuation)

Page 1611

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		*a	*b	*c	a	b	c	d	*e	*f	g	a	*b	*c	*a	b	*c
Significance Level: 95%	52	19	9	24	42	36	45	43	20	23	38	34	-	16	23	45	13
Unweighted total	61	23	13	26	39	37	46	54	21	25	35	42	-	18	25	47	13
Weighted total																	
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	*	-	3	3	3	3	2	2	2	2	2	-	1	2	3	1
	6%	2%	-%	12%	9%	9%	7%	4%	8%	7%	6%	5%	-%	7%	7%	7%	10%
Fairly satisfied	37	15	10	12	24	24	28	33	11	16	23	24	-	13	14	29	5
	60%	65%	79%	47%	62%	66%	62%	61%	53%	63%	65%	56%	-%	71%	56%	63%	39%
Very satisfied	21	7	3	11	11	9	14	19	8	8	10	16	-	4	9	14	7
	34%	33%	21%	41%	29%	25%	31%	35%	39%	31%	29%	39%	-%	22%	37%	30%	51%
NET: Satisfied	57	22	13	23	36	34	42	52	20	23	33	40	-	17	23	43	12
	94%	98%	100%	88%	91%	91%	93%	96%	92%	93%	94%	95%	-%	93%	93%	93%	90%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	*b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	*b	*c
Unweighted total	52	36	28	7	4	39	51	44	51	49	52	-	37	51	12	16	26	10
Weighted total	61	39	28	11	6	41	60	50	60	57	61	-	44	60	13	24	26	11
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	2	3	-	-	3	3	3	3	3	3	-	2	3	3	*	3	-
	6%	4%	11%	-%	-%	8%	6%	7%	6%	6%	6%	-%	4%	6%	23%	2%	11%	-%
Fairly satisfied	37	24	18	11	6	18	37	35	37	33	37	-	28	37	7	14	12	11
	60%	63%	65%	100%	93%	43%	61%	71%	61%	58%	60%	-%	63%	61%	53%	61%	45%	95%
Very satisfied	21	13	7	-	*	20	20	11	20	21	21	-	14	20	3	9	11	1
	34%	33%	25%	-%	7%	48%	33%	22%	33%	36%	34%	-%	33%	33%	24%	37%	44%	5%
NET: Satisfied	57	37	25	11	6	38	57	46	57	54	57	-	42	57	10	23	23	11
	94%	96%	89%	100%	100%	92%	94%	93%	94%	94%	94%	-%	96%	94%	77%	98%	89%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	*b	a	*b	a	*b	*a	b	*a	b
Unweighted total	52	9	12	31	37	15	48	4	37	1	13	36	6	46
Weighted total	61	12	11	37	45	15	57	4	44	*	14	42	6	54
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	*	3	*	2	1	3	-	1	*	*	3	*	3
	6%	3%	22%	1%	5%	8%	6%	-%	3%	100%	3%	7%	7%	5%
Fairly satisfied	37	6	6	25	31	6	35	2	25	-	9	23	6	31
	60%	47%	49%	68%	68%	36%	61%	44%	58%	-%	65%	55%	93%	57%
Very satisfied	21	6	3	11	12	8	19	2	17	-	5	16	-	21
	34%	50%	29%	31%	27%	55%	33%	56%	40%	-%	32%	38%	-%	38%
NET: Satisfied	57	12	9	37	43	14	54	4	42	-	14	39	6	51
	94%	97%	78%	99%	95%	92%	94%	100%	97%	-%	97%	93%	93%	95%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 180 (continuation)

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Parcelforce (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Parcelforce and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

NET: Satisfied

NET: Dissatisfied

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	*a	*b	*c	*d
52	48	-	8	11	17	16
61	56	-	11	12	21	16
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	3	-	1	-	2	*
6%	5%	-%	12%	-%	8%	3%
37	32	-	7	8	15	7
60%	58%	-%	65%	63%	69%	43%
21	21	-	3	5	5	9
34%	37%	-%	23%	37%	23%	54%
57	53	-	10	12	20	15
94%	95%	-%	88%	100%	92%	97%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR																						
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England										
		*a	*b	*c		*d		*e		*f		*g		*h		*i		*j		*k		*l		*m
	28	3	4	-	2	4	3	1	4	1	1	3	2	22										
	36	4	5	-	3	5	7	3	6	*	*	1	1	33										
	-	-	-	-	-	-	-	-	-	-	-	-	-	-										
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%										
	-	-	-	-	-	-	-	-	-	-	-	-	-	-										
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%										
	3	3	-	-	-	-	-	-	-	-	-	-	-	3										
	9%	72%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%										
	13	1	*	-	1	1	3	3	3	-	-	-	*	12										
	36%	28%	4%	-%	49%	24%	34%	100%	54%	-%	-%	-%	53%	37%										
	20	-	5	-	1	4	5	-	3	*	*	1	*	18										
55%	-%	96%	-%	51%	76%	66%	-%	46%	100%	100%	100%	47%	53%											
-	-	-	-	-	-	-	-	-	-	-	-	-	-											
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%											
32	1	5	-	3	5	7	3	6	*	*	1	1	30											
91%	28%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	90%											
-	-	-	-	-	-	-	-	-	-	-	-	-	-											
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%											

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Table 181 (continuation)

Page 1616

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	28	1	6	1	1	12	1	6	25	3	-	-	3	15	13
Weighted total	36	*	9	2	1	13	2	8	35	*	-	-	*	18	18
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	2	2	-	-	-	-	3	-	-	-	-	-	3
	9%	-%	17%	100%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	18%
Fairly satisfied	13	-	6	-	1	3	-	3	13	*	-	-	*	7	6
	36%	-%	65%	-%	100%	23%	-%	33%	36%	34%	-%	-%	34%	38%	34%
Very satisfied	20	*	2	-	-	10	2	6	19	*	-	-	*	11	8
	55%	100%	17%	-%	-%	77%	100%	67%	55%	66%	-%	-%	66%	62%	48%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	32	*	7	-	1	13	2	8	32	*	-	-	*	18	14
	91%	100%	83%	-%	100%	100%	100%	100%	91%	100%	-%	-%	100%	100%	82%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 181 (continuation)

Page 1617

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	28	19	-	1	-	17	11	3	14	11	12	6	2	4	2	-	-
Weighted total	36	25	-	*	-	23	12	5	19	12	18	3	4	5	3	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	2	-	-	-	3	-	2	2	-	3	-	-	-	-	-	-
	9%	6%	-%	-%	-%	14%	-%	36%	8%	-%	17%	-%	-%	-%	-%	-%	-%
Fairly satisfied	13	12	-	*	-	6	7	-	6	7	5	1	1	3	3	-	-
	36%	48%	-%	100%	-%	24%	58%	-%	30%	58%	29%	20%	34%	63%	92%	-%	-%
Very satisfied	20	11	-	-	-	14	5	3	12	5	10	3	2	2	*	-	-
	55%	45%	-%	-%	-%	62%	42%	64%	62%	42%	53%	80%	66%	37%	8%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	32	24	-	*	-	20	12	3	17	12	15	3	4	5	3	-	-
	91%	94%	-%	100%	-%	86%	100%	64%	92%	100%	83%	100%	100%	100%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 181 (continuation)

Page 1618

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Significance Level: 95%	28	18	4	2	2	1	21	7	18	10	-	25	3
Unweighted total	36	25	4	1	4	*	29	7	22	14	-	32	3
Weighted total													
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	3	-	-	-	-	2	2	2	2	-	2	2
	9%	13%	-%	-%	-%	-%	6%	22%	8%	12%	-%	5%	49%
Fairly satisfied	13	9	1	-	3	*	12	*	9	4	-	13	-
	36%	35%	28%	-%	62%	100%	43%	7%	39%	31%	-%	39%	-%
Very satisfied	20	13	3	1	2	-	15	5	12	8	-	18	2
	55%	52%	72%	100%	38%	-%	51%	71%	54%	58%	-%	55%	51%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	32	21	4	1	4	*	27	5	20	12	-	31	2
	91%	87%	100%	100%	100%	100%	94%	78%	92%	88%	-%	95%	51%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 181 (continuation)

Page 1619

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	28	9	4	15	23	22	25	26	8	16	15	17	1	9	15	28	9
Weighted total	36	11	7	17	28	28	31	34	9	19	15	21	2	11	19	36	12
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	3	-	-	3	2	3	3	-	2	3	2	-	2	2	3	2
	9%	28%	-%	-%	11%	6%	10%	9%	-%	8%	22%	8%	-%	15%	9%	9%	13%
Fairly satisfied	13	4	*	9	10	11	11	11	3	8	4	8	-	5	3	13	5
	36%	33%	2%	51%	35%	40%	36%	33%	33%	39%	24%	36%	-%	47%	16%	36%	39%
Very satisfied	20	4	7	8	15	15	17	20	6	10	8	12	2	4	14	20	6
	55%	39%	98%	49%	54%	54%	54%	57%	67%	53%	54%	56%	100%	38%	75%	55%	48%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	32	8	7	17	25	26	28	31	9	18	12	19	2	9	18	32	10
	91%	72%	100%	100%	89%	94%	90%	91%	100%	92%	78%	92%	100%	85%	91%	91%	87%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 181 (continuation)

Page 1620

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	28	15	20	4	2	18	28	19	28	24	27	-	16	28	10	10	15	3
Weighted total	36	21	26	7	1	24	36	23	36	30	34	-	20	36	14	15	16	5
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	-	2	-	-	2	3	2	3	3	3	-	2	3	2	-	3	-
	9%	-%	6%	-%	-%	7%	9%	7%	9%	11%	9%	-%	8%	9%	11%	-%	20%	-%
Fairly satisfied	13	7	12	4	*	8	13	11	13	11	13	-	4	13	4	8	3	2
	36%	33%	45%	59%	29%	35%	36%	47%	36%	37%	38%	-%	21%	36%	31%	54%	17%	45%
Very satisfied	20	14	12	3	*	14	20	11	20	16	18	-	14	20	8	7	10	3
	55%	67%	48%	41%	71%	59%	55%	46%	55%	52%	53%	-%	71%	55%	57%	46%	63%	55%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	32	21	24	7	1	23	32	22	32	27	31	-	19	32	12	15	13	5
	91%	100%	94%	100%	100%	93%	91%	93%	91%	89%	91%	-%	92%	91%	89%	100%	80%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 181 (continuation)

Page 1621

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	28	6	8	14	14	14	28	-	17	2	8	17	3	25
Weighted total	36	11	12	12	14	22	36	-	25	2	10	22	6	30
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	3	2	-	2	2	2	3	-	2	-	2	-	-	3
	9%	14%	-%	14%	12%	7%	9%	-%	7%	-%	16%	-%	-%	11%
Fairly satisfied	13	5	4	3	6	6	13	-	10	-	3	10	2	11
	36%	49%	34%	25%	46%	29%	36%	-%	39%	-%	24%	47%	29%	37%
Very satisfied	20	4	8	7	6	14	20	-	14	2	6	12	4	16
	55%	36%	66%	61%	42%	63%	55%	-%	55%	100%	60%	53%	71%	52%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	32	9	12	11	12	20	32	-	24	2	9	22	6	27
	91%	86%	100%	86%	88%	93%	91%	-%	93%	100%	84%	100%	100%	89%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 181 (continuation)

Page 1622

Hermes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Hermes and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	^a	^b	^a	^b	^c	^d
28	27	-	6	10	5	7
36	33	-	8	13	6	8
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	3	-	-	2	-	2
9%	10%	-%	-%	12%	-%	20%
13	10	-	2	5	3	3
36%	31%	-%	22%	38%	47%	38%
20	20	-	6	7	3	3
55%	59%	-%	78%	50%	53%	42%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
32	30	-	8	12	6	6
91%	90%	-%	100%	88%	100%	80%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	25	3	3	4	3	2	2	2	1	-	2	2	1	20
	27	3	2	10	2	3	3	3	2	-	1	*	*	26
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	15	1	2	10	*	1	*	-	-	*	-	*	*	15
	56%	46%	91%	100%	24%	47%	7%	-%	-%	-%	53%	-%	100%	56%
	12	2	*	-	1	1	2	3	2	-	*	*	-	11
44%	54%	9%	-%	76%	53%	93%	100%	100%	-%	47%	100%	-%	44%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
27	3	2	10	2	3	3	3	2	-	1	*	*	26	
100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	
-	-	-	-	-	-	-	-	-	-	-	-	-	-	
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	

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Table 182 (continuation)

Page 1624

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	25	-	8	-	-	11	1	5	15	5	4	1	10	12	13
Weighted total	27	-	3	-	-	14	2	8	26	1	1	*	2	17	11
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	15	-	1	-	-	7	2	5	14	*	1	*	1	12	3
	56%	-%	38%	-%	-%	46%	100%	67%	56%	18%	100%	100%	58%	74%	28%
Very satisfied	12	-	2	-	-	8	-	3	11	1	-	-	1	4	8
	44%	-%	62%	-%	-%	54%	-%	33%	44%	82%	-%	-%	42%	26%	72%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	27	-	3	-	-	14	2	8	26	1	1	*	2	17	11
	100%	-%	100%	-%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 182 (continuation)

Page 1625

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	25	9	1	2	1	10	15	1	9	15	10	5	3	3	1	3	-
Weighted total	27	14	*	3	*	14	14	2	11	14	12	6	4	4	*	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	15	8	-	3	*	9	6	2	7	6	6	3	4	2	*	*	-
	56%	60%	-%	100%	100%	67%	45%	100%	59%	45%	51%	52%	97%	37%	100%	50%	-%
Very satisfied	12	5	*	-	-	5	8	-	5	8	6	3	*	3	-	*	-
	44%	40%	100%	-%	-%	33%	55%	-%	41%	55%	49%	48%	3%	63%	-%	50%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	27	14	*	3	*	14	14	2	11	14	12	6	4	4	*	1	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 182 (continuation)

Page 1626

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%													
Unweighted total	25	11	2	2	5	5	14	11	7	18	-	24	1
Weighted total	27	14	2	2	4	5	18	10	13	15	-	27	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	15	12	2	-	*	1	12	3	10	5	-	15	-
	56%	82%	100%	-%	8%	29%	68%	34%	81%	34%	-%	57%	-%
Very satisfied	12	3	-	2	4	4	6	7	2	10	-	12	*
	44%	18%	-%	100%	92%	71%	32%	66%	19%	66%	-%	43%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	27	14	2	2	4	5	18	10	13	15	-	27	*
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 182 (continuation)

Page 1627

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	25	10	4	11	19	19	22	24	9	16	16	20	-	5	20	21	7
Weighted total	27	11	3	13	19	19	22	25	6	18	16	23	-	4	24	21	5
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	15	9	*	6	12	13	14	13	3	9	8	11	-	4	13	14	2
	56%	77%	13%	47%	65%	69%	63%	51%	52%	48%	47%	48%	-%	100%	52%	68%	43%
Very satisfied	12	3	3	7	7	6	8	12	3	9	9	12	-	-	12	7	3
	44%	23%	87%	53%	35%	31%	37%	49%	48%	52%	53%	52%	-%	-%	48%	32%	57%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	27	11	3	13	19	19	22	25	6	18	16	23	-	4	24	21	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 182 (continuation)

Page 1628

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	25	18	14	3	2	20	25	23	25	23	24	-	16	25	13	8	15	2
Weighted total	27	18	11	3	4	22	27	26	27	26	27	-	22	27	17	10	17	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	15	12	6	-	2	13	15	15	15	15	15	-	14	15	12	2	13	*
	56%	67%	57%	-%	63%	59%	56%	60%	56%	59%	57%	-%	63%	56%	71%	24%	74%	33%
Very satisfied	12	6	5	3	1	9	12	10	12	10	12	-	8	12	5	7	4	*
	44%	33%	43%	100%	37%	41%	44%	40%	44%	41%	43%	-%	37%	44%	29%	76%	26%	67%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	27	18	11	3	4	22	27	26	27	26	27	-	22	27	17	10	17	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 182 (continuation)

Page 1629

FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	25	5	6	14	16	9	24	1	17	3	7	17	6	19
Weighted total	27	5	6	16	18	9	27	*	17	3	6	21	5	22
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	15	*	3	12	13	3	15	*	7	1	4	11	2	13
	56%	4%	54%	72%	68%	30%	55%	100%	43%	47%	73%	52%	43%	59%
Very satisfied	12	5	3	5	6	6	12	-	10	2	2	10	3	9
	44%	96%	46%	28%	32%	70%	45%	-%	57%	53%	27%	48%	57%	41%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	27	5	6	16	18	9	27	*	17	3	6	21	5	22
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 182 (continuation)

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FedEx (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use FedEx and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	^a	^b	^a	^b	^c	^d
25	23	-	6	4	4	11
27	23	-	8	6	2	12
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
15	11	-	7	2	*	6
56%	48%	-%	94%	31%	16%	49%
12	12	-	*	4	2	6
44%	52%	-%	6%	69%	84%	51%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
27	23	-	8	6	2	12
100%	100%	-%	100%	100%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

City Link Post (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	14	-	3	-	-	1	1	2	2	1	1	2	1	10
	9	-	3	-	-	1	*	*	1	1	*	1	*	7
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	-	-	-	1	-	-	-	-	-	-	-	1
	14%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	18%
	1	-	-	-	-	-	*	-	-	-	*	*	-	*
	11%	-%	-%	-%	-%	-%	100%	-%	-%	-%	100%	50%	-%	2%
	5	-	3	-	-	-	-	*	-	1	-	-	*	4
	54%	-%	100%	-%	-%	-%	-%	100%	-%	100%	-%	-%	100%	61%
	2	-	-	-	-	-	-	-	1	-	-	*	-	1
	19%	-%	-%	-%	-%	-%	-%	-%	89%	-%	-%	50%	-%	17%
*	-	-	-	-	-	-	-	*	-	-	-	-	*	
2%	-%	-%	-%	-%	-%	-%	-%	11%	-%	-%	-%	-%	2%	
7	-	3	-	-	-	-	*	1	1	-	*	*	6	
73%	-%	100%	-%	-%	-%	-%	100%	89%	100%	-%	50%	100%	78%	
1	-	-	-	-	1	-	-	-	-	-	-	-	1	
14%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	18%	

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

Ofcom; Business Postal Tracker

Table 183 (continuation)

Page 1632

City Link Post (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	14	-	1	1	-	5	-	5	9	4	1	-	5	8	6
Weighted total	9	-	*	*	-	3	-	2	8	1	*	-	1	7	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	14%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	18%	-%
Neither satisfied nor dissatisfied	1	-	-	-	-	*	-	1	1	-	*	-	*	*	1
	11%	-%	-%	-%	-%	13%	-%	25%	10%	-%	100%	-%	18%	6%	32%
Fairly satisfied	5	-	*	-	-	1	-	2	4	1	-	-	1	4	1
	54%	-%	100%	-%	-%	44%	-%	75%	53%	79%	-%	-%	65%	57%	45%
Very satisfied	2	-	-	*	-	1	-	-	2	-	-	-	-	1	*
	19%	-%	-%	100%	-%	38%	-%	-%	21%	-%	-%	-%	-%	17%	23%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	-	-	*	-	-	*	*	-
	2%	-%	-%	-%	-%	5%	-%	-%	-%	21%	-%	-%	17%	2%	-%
NET: Satisfied	7	-	*	*	-	3	-	2	6	1	-	-	1	5	1
	73%	-%	100%	100%	-%	83%	-%	75%	74%	79%	-%	-%	65%	74%	68%
NET: Dissatisfied	1	-	-	-	-	-	-	-	1	-	-	-	-	1	-
	14%	-%	-%	-%	-%	-%	-%	-%	16%	-%	-%	-%	-%	18%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 183 (continuation)

Page 1633

City Link Post (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	14	7	1	2	1	5	9	2	3	9	7	2	2	-	1	2	-
Weighted total	9	5	*	1	*	4	4	2	3	4	5	2	1	-	*	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-
	14%	-%	-%	-%	-%	-%	29%	-%	-%	29%	-%	-%	88%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	*	*	-	-	1	-	-	1	*	*	-	-	-	*	-
	11%	-%	100%	12%	-%	-%	22%	-%	-%	22%	8%	24%	-%	-%	-%	51%	-%
Fairly satisfied	5	3	-	1	-	3	2	1	2	2	3	1	*	-	*	-	-
	54%	67%	-%	88%	-%	63%	46%	75%	55%	46%	61%	76%	13%	-%	100%	-%	-%
Very satisfied	2	2	-	-	-	2	-	*	1	-	2	-	-	-	-	-	-
	19%	33%	-%	-%	-%	37%	-%	25%	45%	-%	31%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-	*	-
	2%	-%	-%	-%	100%	-%	4%	-%	-%	4%	-%	-%	-%	-%	-%	49%	-%
NET: Satisfied	7	5	-	1	-	4	2	2	3	2	5	1	*	-	*	-	-
	73%	100%	-%	88%	-%	100%	46%	100%	100%	46%	92%	76%	13%	-%	100%	-%	-%
NET: Dissatisfied	1	-	-	-	-	-	1	-	-	1	-	-	1	-	-	-	-
	14%	-%	-%	-%	-%	-%	29%	-%	-%	29%	-%	-%	88%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 183 (continuation)

Page 1634

City Link Post (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	14	8	2	2	1	1	7	7	6	8	-	14	-
Weighted total	9	5	1	1	*	1	4	5	3	6	-	9	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	-	-	-	-	1	-	1	-	1	-	1	-
	14%	-%	-%	-%	-%	100%	-%	24%	-%	23%	-%	14%	-%
Neither satisfied nor dissatisfied	1	1	*	-	-	-	1	*	*	1	-	1	-
	11%	11%	47%	-%	-%	-%	15%	8%	5%	14%	-%	11%	-%
Fairly satisfied	5	3	*	1	-	-	2	3	3	2	-	5	-
	54%	57%	53%	100%	-%	-%	51%	57%	90%	33%	-%	54%	-%
Very satisfied	2	2	-	-	-	-	1	*	-	2	-	2	-
	19%	32%	-%	-%	-%	-%	34%	8%	-%	30%	-%	19%	-%
Don't Know (DO NOT READ OUT)	*	-	-	-	*	-	-	*	*	-	-	*	-
	2%	-%	-%	-%	100%	-%	-%	3%	5%	-%	-%	2%	-%
NET: Satisfied	7	5	*	1	-	-	3	3	3	4	-	7	-
	73%	89%	53%	100%	-%	-%	85%	65%	90%	63%	-%	73%	-%
NET: Dissatisfied	1	-	-	-	-	1	-	1	-	1	-	1	-
	14%	-%	-%	-%	-%	100%	-%	24%	-%	23%	-%	14%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 183 (continuation)

Page 1635

City Link Post (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	14	*a 7	*b 2	*c 5	*a 13	*b 12	*c 13	*d 14	*e 6	*f 6	*g 11	*a 9	*b -	*c 5	*a 11	*b 14	*c 2
Weighted total	9	5	*	4	9	7	9	9	3	5	7	6	-	3	7	9	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	-
	14%	-%	-%	37%	15%	18%	15%	14%	-%	27%	18%	23%	-%	-%	18%	14%	-%
Neither satisfied nor dissatisfied	1	-	*	1	1	1	1	1	1	*	1	1	-	-	*	1	-
	11%	-%	50%	23%	12%	14%	12%	11%	23%	8%	11%	18%	-%	-%	6%	11%	-%
Fairly satisfied	5	3	*	1	4	3	4	5	1	3	3	3	-	2	4	5	2
	54%	67%	50%	36%	52%	44%	52%	54%	55%	65%	46%	56%	-%	51%	51%	54%	100%
Very satisfied	2	2	-	-	2	2	2	2	*	-	2	-	-	2	2	2	-
	19%	33%	-%	-%	20%	23%	20%	19%	16%	-%	23%	-%	-%	49%	23%	19%	-%
Don't Know (DO NOT READ OUT)	*	-	-	*	*	*	*	*	*	-	*	*	-	-	*	*	-
	2%	-%	-%	5%	2%	2%	2%	2%	6%	-%	2%	3%	-%	-%	2%	2%	-%
NET: Satisfied	7	5	*	1	6	5	6	7	2	3	5	3	-	3	5	7	2
	73%	100%	50%	36%	71%	67%	71%	73%	71%	65%	69%	56%	-%	100%	74%	73%	100%
NET: Dissatisfied	1	-	-	1	1	1	1	1	-	1	1	1	-	-	1	1	-
	14%	-%	-%	37%	15%	18%	15%	14%	-%	27%	18%	23%	-%	-%	18%	14%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 183 (continuation)

Page 1636

City Link Post (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	14	13	9	2	-	11	14	14	14	14	14	-	12	14	2	4	9	1
Weighted total	9	9	5	1	-	8	9	9	9	9	9	-	8	9	1	2	7	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	14%	15%	24%	-%	-%	16%	14%	14%	14%	14%	14%	-%	15%	14%	-%	-%	20%	-%
Neither satisfied nor dissatisfied	1	1	1	*	-	1	1	1	1	1	1	-	1	1	-	*	*	*
	11%	12%	10%	69%	-%	7%	11%	11%	11%	11%	11%	-%	7%	11%	-%	21%	3%	100%
Fairly satisfied	5	4	3	*	-	4	5	5	5	5	5	-	5	5	1	1	3	-
	54%	52%	63%	31%	-%	54%	54%	54%	54%	54%	54%	-%	58%	54%	100%	71%	53%	-%
Very satisfied	2	2	-	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	19%	20%	-%	-%	-%	21%	19%	19%	19%	19%	19%	-%	20%	19%	-%	-%	25%	-%
Don't Know (DO NOT READ OUT)	*	*	*	-	-	*	*	*	*	*	*	-	-	*	-	*	-	-
	2%	2%	3%	-%	-%	2%	2%	2%	2%	2%	2%	-%	-%	2%	-%	8%	-%	-%
NET: Satisfied	7	6	3	*	-	6	7	7	7	7	7	-	7	7	1	1	5	-
	73%	71%	63%	31%	-%	75%	73%	73%	73%	73%	73%	-%	78%	73%	100%	71%	78%	-%
NET: Dissatisfied	1	1	1	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	14%	15%	24%	-%	-%	16%	14%	14%	14%	14%	14%	-%	15%	14%	-%	-%	20%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 183 (continuation)

Page 1637

City Link Post (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	14	5	2	7	11	3	14	-	8	2	3	11	4	10
Weighted total	9	4	1	4	7	2	9	-	6	*	3	6	3	6
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	14%	35%	-%	-%	18%	-%	14%	-%	21%	-%	-%	21%	45%	-%
Neither satisfied nor dissatisfied	1	*	-	1	1	-	1	-	1	-	-	1	*	1
	11%	11%	-%	14%	13%	-%	11%	-%	9%	-%	-%	16%	6%	13%
Fairly satisfied	5	2	1	2	5	*	5	-	3	*	3	2	1	3
	54%	53%	89%	43%	63%	16%	54%	-%	47%	100%	100%	34%	50%	57%
Very satisfied	2	-	-	2	*	1	2	-	1	-	-	2	-	2
	19%	-%	-%	42%	6%	75%	19%	-%	20%	-%	-%	27%	-%	27%
Don't Know (DO NOT READ OUT)	*	-	*	-	-	*	*	-	*	-	-	*	-	*
	2%	-%	11%	-%	-%	10%	2%	-%	3%	-%	-%	3%	-%	3%
NET: Satisfied	7	2	1	3	5	2	7	-	4	*	3	4	1	5
	73%	53%	89%	86%	69%	90%	73%	-%	68%	100%	100%	61%	50%	84%
NET: Dissatisfied	1	1	-	-	1	-	1	-	1	-	-	1	1	-
	14%	35%	-%	-%	18%	-%	14%	-%	21%	-%	-%	21%	45%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 183 (continuation)

Page 1638

City Link Post (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use City Link Post and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
14	12	1	7	2	5
9	8	1	7	1	1
Very dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly dissatisfied	1	1	1	-	-
14%	-%	100%	18%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	*	1
11%	13%	-%	-%	60%	44%
Fairly satisfied	5	-	4	*	*
54%	65%	-%	64%	40%	13%
Very satisfied	2	-	1	-	*
19%	22%	-%	18%	-%	31%
Don't Know (DO NOT READ OUT)	*	-	-	-	*
2%	-%	-%	-%	-%	12%
NET: Satisfied	7	-	6	*	1
73%	87%	-%	82%	40%	44%
NET: Dissatisfied	1	1	1	-	-
14%	-%	100%	18%	-%	-%

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	12	-	1	1	2	1	1	-	-	-	1	4	7
Weighted total	9	-	2	*	*	1	3	*	-	-	*	2	7
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	-	-	*	1	3	*	-	-	-	*	*	5
	63%	-%	-%	-%	100%	100%	100%	-%	-%	-%	100%	23%	73%
Very satisfied	3	-	2	*	-	-	-	-	-	-	-	1	2
	37%	-%	100%	100%	-%	-%	-%	-%	-%	-%	-%	77%	27%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	-	2	*	1	3	*	-	-	-	*	2	7
	100%	-%	100%	100%	100%	100%	100%	-%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

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Table 184 (continuation)

Page 1640

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry						Business Size					Urbanity		
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	12	-	-	-	-	1	3	8	7	5	-	-	5	9	3
Weighted total	9	-	-	-	-	2	1	6	8	1	-	-	1	6	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	-	-	-	-	-	*	5	5	1	-	-	1	5	*
	63%	-%	-%	-%	-%	-%	67%	79%	61%	79%	-%	-%	79%	83%	8%
Very satisfied	3	-	-	-	-	2	*	1	3	*	-	-	*	1	2
	37%	-%	-%	-%	-%	100%	33%	21%	39%	21%	-%	-%	21%	17%	92%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	-	-	-	-	2	1	6	8	1	-	-	1	6	2
	100%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	-%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

Ofcom; Business Postal Tracker

Table 184 (continuation)

Page 1641

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	12	1	-	1	-	3	9	-	3	9	2	-	1	3	4	2	-
Weighted total	9	*	-	*	-	3	5	-	3	5	2	-	*	2	4	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	*	-	*	-	1	4	-	1	4	*	-	*	1	3	*	-
	63%	100%	-%	100%	-%	38%	79%	-%	38%	79%	20%	-%	100%	68%	88%	19%	-%
Very satisfied	3	-	-	-	-	2	1	-	2	1	2	-	-	1	*	*	-
	37%	-%	-%	-%	-%	62%	21%	-%	62%	21%	80%	-%	-%	32%	12%	81%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	*	-	*	-	3	5	-	3	5	2	-	*	2	4	1	-
	100%	100%	-%	100%	-%	100%	100%	-%	100%	100%	100%	-%	100%	100%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 184 (continuation)

Page 1642

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	12	4	3	1	1	-	8	4	6	6	-	12	-
Weighted total	9	2	4	*	*	-	7	2	5	3	-	9	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	*	4	-	*	-	4	2	5	1	-	5	-
	63%	14%	100%	-%	100%	-%	54%	92%	91%	17%	-%	63%	-%
Very satisfied	3	2	-	*	-	-	3	*	*	3	-	3	-
	37%	86%	-%	100%	-%	-%	46%	8%	9%	83%	-%	37%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	2	4	*	*	-	7	2	5	3	-	9	-
	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

Ofcom; Business Postal Tracker

Table 184 (continuation)

Page 1643

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	12	2	1	9	12	12	12	8	4	-	10	4	-	5	3	12	2
Weighted total	9	2	*	6	9	9	9	6	4	-	8	4	-	3	2	9	1
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	-	*	5	5	5	5	4	3	-	5	4	-	*	-	5	-
	63%	-%	100%	83%	63%	63%	63%	63%	95%	-%	64%	96%	-%	18%	-%	63%	-%
Very satisfied	3	2	-	1	3	3	3	2	*	-	3	*	-	2	2	3	1
	37%	100%	-%	17%	37%	37%	37%	37%	5%	-%	36%	4%	-%	82%	100%	37%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	2	*	6	9	9	9	6	4	-	8	4	-	3	2	9	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 184 (continuation)

Page 1644

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	12	10	8	*1	-	11	12	12	12	11	12	-	8	12	2	1	10	1
Weighted total	9	6	8	*	-	8	9	9	9	8	9	-	7	9	1	*	8	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	5	5	*	-	5	5	5	5	5	5	-	5	5	-	*	5	-
	63%	83%	66%	100%	-%	62%	63%	63%	63%	66%	63%	-%	67%	63%	-%	100%	63%	-%
Very satisfied	3	1	3	-	-	3	3	3	3	3	3	-	2	3	1	-	3	*
	37%	17%	34%	-%	-%	38%	37%	37%	37%	34%	37%	-%	33%	37%	100%	-%	37%	100%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	6	8	*	-	8	9	9	9	8	9	-	7	9	1	*	8	*
	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 184 (continuation)

Page 1645

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	12	1	-	10	11	1	11	1	8	1	3	9	1	11
Weighted total	9	*	-	8	8	*	8	*	5	*	1	8	*	8
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	5	*	-	5	5	-	5	*	4	-	*	5	*	5
	63%	100%	-%	66%	66%	-%	62%	100%	74%	-%	68%	62%	100%	62%
Very satisfied	3	-	-	3	3	*	3	-	1	*	*	3	-	3
	37%	-%	-%	34%	34%	100%	38%	-%	26%	100%	32%	38%	-%	38%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	9	*	-	8	8	*	8	*	5	*	1	8	*	8
	100%	100%	-%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 184 (continuation)

Page 1646

DX (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use DX and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
12	11	-	1	-	5	6
9	7	-	*	-	4	4
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
5	4	-	*	-	4	2
63%	56%	-%	100%	-%	86%	38%
3	3	-	-	-	1	3
37%	44%	-%	-%	-%	14%	62%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
9	7	-	*	-	4	4
100%	100%	-%	100%	-%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	5	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	4	-	-	1	-	1	-	1	-	-	-	1	1	3
		-	-	*	-	*	-	3	-	-	-	*	*	4
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	10%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%
	*	-	-	*	-	-	-	-	-	-	-	-	-	*
	8%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	10%
	4	-	-	-	-	*	-	3	-	-	-	-	*	3
	82%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	100%	90%

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Table 185 (continuation)

Page 1648

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	-	-	4	-	1	-	3	2	-	-	2	2	3
Weighted total	4	-	-	-	4	-	*	-	4	1	-	-	1	1	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
	10%	-%	-%	-%	11%	-%	-%	-%	12%	-%	-%	-%	-%	-%	12%
Fairly satisfied	*	-	-	-	*	-	-	-	-	*	-	-	*	*	-
	8%	-%	-%	-%	9%	-%	-%	-%	-%	67%	-%	-%	67%	67%	-%
Very satisfied	4	-	-	-	3	-	*	-	3	*	-	-	*	*	3
	82%	-%	-%	-%	80%	-%	100%	-%	88%	33%	-%	-%	33%	33%	88%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	-	-	-	4	-	*	-	3	1	-	-	1	1	3
	90%	-%	-%	-%	89%	-%	100%	-%	88%	100%	-%	-%	100%	100%	88%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 185 (continuation)

Page 1649

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	1	1	-	-	3	2	-	3	2	-	2	-	2	1	-	-
Weighted total	4	3	*	-	-	4	1	-	4	1	-	1	-	3	*	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	*	-	-	-	*	-	-	*	-	-	-	-	*	-	-
	10%	-%	100%	-%	-%	-%	53%	-%	-%	53%	-%	-%	-%	-%	100%	-%	-%
Fairly satisfied	*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
	8%	-%	-%	-%	-%	10%	-%	-%	10%	-%	-%	67%	-%	-%	-%	-%	-%
Very satisfied	4	3	-	-	-	3	*	-	3	*	-	*	-	3	-	-	-
	82%	100%	-%	-%	-%	90%	47%	-%	90%	47%	-%	33%	-%	100%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	3	-	-	-	4	*	-	4	*	-	1	-	3	-	-	-
	90%	100%	-%	-%	-%	100%	47%	-%	100%	47%	-%	100%	-%	100%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Table 185 (continuation)

Page 1650

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

Ofcom; Business Postal Tracker

Table 185 (continuation)

Page 1651

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	5	2	1	2	5	3	5	1	2	1	4	1	-	1	1	4	-
Weighted total	4	3	*	1	4	4	4	*	1	*	1	*	-	*	*	4	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	*	-	*	-	*	*	*	*	-	-	-	*	-
	10%	13%	-%	-%	10%	-%	10%	-%	53%	100%	33%	100%	-%	-%	-%	11%	-%
Fairly satisfied	*	-	-	*	*	-	*	*	-	-	*	-	-	*	-	*	-
	8%	-%	-%	46%	8%	-%	8%	100%	-%	-%	25%	-%	-%	100%	-%	8%	-%
Very satisfied	4	3	*	*	4	4	4	-	*	-	1	-	-	-	*	3	-
	82%	87%	100%	54%	82%	100%	82%	-%	47%	-%	42%	-%	-%	-%	100%	81%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	3	*	1	4	4	4	*	*	-	1	-	-	*	*	4	-
	90%	87%	100%	100%	90%	100%	90%	100%	47%	-%	67%	-%	-%	100%	100%	89%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 185 (continuation)

Page 1652

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	5	1	-	-	-	1	5	5	5	4	5	-	3	5	-	2	3	-
Weighted total	4	3	-	-	-	3	4	4	4	4	4	-	4	4	-	1	4	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
	10%	-%	-%	-%	-%	-%	10%	10%	10%	11%	10%	-%	12%	10%	-%	53%	-%	-%
Fairly satisfied	*	-	-	-	-	-	*	*	*	*	*	-	-	*	-	-	*	-
	8%	-%	-%	-%	-%	-%	8%	8%	8%	9%	8%	-%	-%	8%	-%	-%	10%	-%
Very satisfied	4	3	-	-	-	3	4	4	4	3	4	-	3	4	-	*	3	-
	82%	100%	-%	-%	-%	100%	82%	82%	82%	80%	82%	-%	88%	82%	-%	47%	90%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	3	-	-	-	3	4	4	4	4	4	-	3	4	-	*	4	-
	90%	100%	-%	-%	-%	100%	90%	90%	90%	89%	90%	-%	88%	90%	-%	47%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 185 (continuation)

Page 1653

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	1	1	3	3	2	5	-	1	-	-	1	-	5
Weighted total	4	*	*	4	4	1	4	-	3	-	-	3	-	4
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	*	-	*	-	*	-	-	-	-	-	-	*
	10%	-%	100%	-%	12%	-%	10%	-%	-%	-%	-%	-%	-%	10%
Fairly satisfied	*	-	-	*	-	*	*	-	-	-	-	-	-	*
	8%	-%	-%	10%	-%	46%	8%	-%	-%	-%	-%	-%	-%	8%
Very satisfied	4	*	-	3	3	*	4	-	3	-	-	3	-	4
	82%	100%	-%	90%	88%	54%	82%	-%	100%	-%	-%	100%	-%	82%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	4	*	-	4	3	1	4	-	3	-	-	3	-	4
	90%	100%	-%	100%	88%	100%	90%	-%	100%	-%	-%	100%	-%	90%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 185 (continuation)

Page 1654

Pitney Bowes (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Pitney Bowes and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
5	5	-	2	-	2	1
4	4	-	1	-	3	*
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
*	*	-	*	-	-	-
10%	10%	-%	57%	-%	-%	-%
*	*	-	*	-	-	-
8%	8%	-%	43%	-%	-%	-%
4	4	-	-	-	3	*
82%	82%	-%	-%	-%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
*	*	-	*	-	3	*
90%	90%	-%	43%	-%	100%	100%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	2	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	2	-	-	-	-	-	-	-	1	1	-	-	-	2
	2	-	-	-	-	-	-	-	2	*	-	-	-	2
	2	-	-	-	-	-	-	-	2	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	90%
	*	-	-	-	-	-	-	-	-	*	-	-	-	*
	10%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	10%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Ofcom; Business Postal Tracker

Table 186 (continuation)

Page 1656

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	2	-	1	-	-	-	-	1	1	1	-	-	1	1	1
Weighted total	2	-	*	-	-	-	-	2	2	*	-	-	*	*	2
Very dissatisfied	2	-	-	-	-	-	-	2	2	-	-	-	-	-	2
	90%	-%	-%	-%	-%	-%	-%	100%	100%	-%	-%	-%	-%	-%	100%
Fairly dissatisfied	*	-	*	-	-	-	-	-	-	*	-	-	*	*	-
	10%	-%	100%	-%	-%	-%	-%	-%	-%	100%	-%	-%	100%	100%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	*	-	-	-	-	2	2	*	-	-	*	*	2
	100%	-%	100%	-%	-%	-%	-%	100%	100%	100%	-%	-%	100%	100%	100%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 186 (continuation)

Page 1657

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	2	-	-	-	-	1	1	-	1	1	1	-	1	-	-	-	-
Weighted total	2	-	-	-	-	2	*	-	2	*	2	-	*	-	-	-	-
Very dissatisfied	2	-	-	-	-	2	-	-	2	-	2	-	-	-	-	-	-
	90%	-%	-%	-%	-%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-
	10%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	-	2	*	-	2	*	2	-	*	-	-	-	-
	100%	-%	-%	-%	-%	100%	100%	-%	100%	100%	100%	-%	100%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 186 (continuation)

Page 1658

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	2	1	-	-	-	1	1	1	-	2	-	2	-
Weighted total	2	2	-	-	-	*	2	*	-	2	-	2	-
Very dissatisfied	2	2	-	-	-	-	2	-	-	2	-	2	-
	90%	100%	-%	-%	-%	-%	100%	-%	-%	90%	-%	90%	-%
Fairly dissatisfied	*	-	-	-	-	*	-	*	-	*	-	*	-
	10%	-%	-%	-%	-%	100%	-%	100%	-%	10%	-%	10%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	2	-	-	-	*	2	*	-	2	-	2	-
	100%	100%	-%	-%	-%	100%	100%	100%	-%	100%	-%	100%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 186 (continuation)

Page 1659

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	2	-	2	-	-	1	1	1	-	1	1	2	-	-	1	1	-
Weighted total	2	-	2	-	-	*	*	*	-	*	*	2	-	-	*	*	-
Very dissatisfied	2	-	2	-	-	-	-	-	-	-	-	2	-	-	-	-	-
	90%	-%	90%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	-%	-%	-%	-%
Fairly dissatisfied	*	-	*	-	-	*	*	*	-	*	*	*	-	-	*	*	-
	10%	-%	10%	-%	-%	100%	100%	100%	-%	100%	100%	10%	-%	-%	100%	100%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	2	-	-	*	*	*	-	*	*	2	-	-	*	*	-
	100%	-%	100%	-%	-%	100%	100%	100%	-%	100%	100%	100%	-%	-%	100%	100%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 186 (continuation)

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TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	2	1	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Weighted total	2	*	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
Very dissatisfied	2	-	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	90%	-%	-%	-%	90%	90%	90%	90%	90%	90%	-%	90%	90%	-%	90%	-%	-%
Fairly dissatisfied	*	*	-	-	*	*	*	*	*	*	-	*	*	-	*	-	-
	10%	-%	100%	-%	10%	10%	10%	10%	10%	10%	-%	10%	10%	-%	10%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	*	-	-	2	2	2	2	2	2	-	2	2	-	2	-	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	2	1	1	-	2	-	2	-	1	-	-	2	-	2
Weighted total	2	*	2	-	2	-	2	-	2	-	-	2	-	2
Very dissatisfied	2	-	2	-	2	-	2	-	2	-	-	2	-	2
	90%	-%	100%	-%	90%	-%	90%	-%	100%	-%	-%	90%	-%	90%
Fairly dissatisfied	*	*	-	-	*	-	*	-	-	-	-	*	-	*
	10%	100%	-%	-%	10%	-%	10%	-%	-%	-%	-%	10%	-%	10%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	*	2	-	2	-	2	-	2	-	-	2	-	2
	100%	100%	100%	-%	100%	-%	100%	-%	100%	-%	-%	100%	-%	100%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 186 (continuation)

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TNT Express (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Express and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	*a	*b	*a	*b	*c
2	2	-	-	-	2
2	2	-	-	-	2
Very dissatisfied	2	-	-	-	2
90%	90%	-%	-%	-%	90%
Fairly dissatisfied	*	-	-	-	*
10%	10%	-%	-%	-%	10%
Neither satisfied nor dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Dissatisfied	2	-	-	-	2
100%	100%	-%	-%	-%	100%

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	3	-	-	-	1	1	-	-	1	-	-	-	3
Weighted total	2	-	-	-	*	*	-	-	1	-	-	-	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	*	-	-	-	-	-	-	-	*
	13%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	-%	13%
Fairly satisfied	*	-	-	-	-	*	-	-	-	-	-	-	*
	11%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	-%	11%
Very satisfied	1	-	-	-	-	-	-	1	-	-	-	-	1
	76%	-%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	76%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	-	-	*	-	1	-	-	-	-	1
	87%	-%	-%	-%	-%	100%	-%	100%	-%	-%	-%	-%	87%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	3	-	1	-	-	1	-	1	1	-	2	-	2	2	1
Weighted total	2	-	*	-	-	1	-	*	1	-	*	-	*	1	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	-	*	-	-	*	-	*	*	-
	13%	-%	-%	-%	-%	-%	-%	100%	-%	-%	56%	-%	56%	15%	-%
Fairly satisfied	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	11%	-%	100%	-%	-%	-%	-%	-%	-%	-%	44%	-%	44%	-%	100%
Very satisfied	1	-	-	-	-	1	-	-	1	-	-	-	-	1	-
	76%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	85%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	*	-	-	1	-	-	1	-	*	-	*	1	*
	87%	-%	100%	-%	-%	100%	-%	-%	100%	-%	44%	-%	44%	85%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 187 (continuation)

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TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	3	1	-	-	1	2	1	-	2	1	1	-	1	-	-	1	-
Weighted total	2	1	-	-	*	1	*	-	1	*	1	-	*	-	-	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	-	-	-	*	-	-	*	-	-	-	-	-	*	-
	13%	-%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%	-%
Fairly satisfied	*	-	-	-	*	*	-	-	*	-	-	-	*	-	-	-	-
	11%	-%	-%	-%	100%	12%	-%	-%	12%	-%	-%	-%	100%	-%	-%	-%	-%
Very satisfied	1	1	-	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	76%	100%	-%	-%	-%	88%	-%	-%	88%	-%	100%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	*	1	-	-	1	-	1	-	*	-	-	-	-
	87%	100%	-%	-%	100%	100%	-%	-%	100%	-%	100%	-%	100%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 187 (continuation)

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TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	3	3	-	-	-	-	3	-	1	2	-	3	-
Weighted total	2	2	-	-	-	-	2	-	*	1	-	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	-	*	-	*	-	-	*	-
	13%	13%	-%	-%	-%	-%	13%	-%	100%	-%	-%	13%	-%
Fairly satisfied	*	*	-	-	-	-	*	-	-	*	-	*	-
	11%	11%	-%	-%	-%	-%	11%	-%	-%	12%	-%	11%	-%
Very satisfied	1	1	-	-	-	-	1	-	-	1	-	1	-
	76%	76%	-%	-%	-%	-%	76%	-%	-%	88%	-%	76%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	-	-	1	-	-	1	-	1	-
	87%	87%	-%	-%	-%	-%	87%	-%	-%	100%	-%	87%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 187 (continuation)

Page 1667

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	3	2	-	1	3	3	3	3	1	-	2	1	-	2	2	3	-
Weighted total	2	1	-	*	2	2	2	2	*	-	1	*	-	1	1	2	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	*	*	*	*	*	*	-	-	*	-	-	*	*	-
	13%	-%	-%	100%	13%	13%	13%	13%	100%	-%	-%	100%	-%	-%	15%	13%	-%
Fairly satisfied	*	*	-	-	*	*	*	*	-	-	*	-	-	*	-	*	-
	11%	12%	-%	-%	11%	11%	11%	11%	-%	-%	12%	-%	-%	12%	-%	11%	-%
Very satisfied	1	1	-	-	1	1	1	1	-	-	1	-	-	1	1	1	-
	76%	88%	-%	-%	76%	76%	76%	76%	-%	-%	88%	-%	-%	88%	85%	76%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	-	-	1	1	1	1	-	-	1	-	-	1	1	1	-
	87%	100%	-%	-%	87%	87%	87%	87%	-%	-%	100%	-%	-%	100%	85%	87%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 187 (continuation)

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TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	3	3	1	-	-	3	3	3	3	3	3	-	2	2	1	1	2	-
Weighted total	2	2	*	-	-	2	2	2	2	2	2	-	1	1	*	*	1	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	*	*	*	*	-	-
	13%	13%	-%	-%	-%	13%	13%	13%	13%	13%	13%	-%	15%	15%	100%	100%	-%	-%
Fairly satisfied	*	*	*	-	-	*	*	*	*	*	*	-	-	-	-	-	*	-
	11%	11%	100%	-%	-%	11%	11%	11%	11%	11%	11%	-%	-%	-%	-%	-%	12%	-%
Very satisfied	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	76%	76%	-%	-%	-%	76%	76%	76%	76%	76%	76%	-%	85%	85%	-%	-%	88%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	1	*	-	-	1	1	1	1	1	1	-	1	1	-	-	1	-
	87%	87%	100%	-%	-%	87%	87%	87%	87%	87%	87%	-%	85%	85%	-%	-%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	3	-	-	3	2	1	3	-	1	1	2	1	-	3
Weighted total	2	-	-	2	*	1	2	-	1	*	*	1	-	2
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	*	-	-	*	*	-	*	-	-	-	*	-	-	*
	13%	-%	-%	13%	56%	-%	13%	-%	-%	-%	56%	-%	-%	13%
Fairly satisfied	*	-	-	*	*	-	*	-	-	*	*	-	-	*
	11%	-%	-%	11%	44%	-%	11%	-%	-%	100%	44%	-%	-%	11%
Very satisfied	1	-	-	1	-	1	1	-	1	-	-	1	-	1
	76%	-%	-%	76%	-%	100%	76%	-%	100%	-%	-%	100%	-%	76%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	1	-	-	1	*	1	1	-	1	*	*	1	-	1
	87%	-%	-%	87%	44%	100%	87%	-%	100%	100%	44%	100%	-%	87%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TNT Post UK (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use TNT Post UK and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q1 2015
	*a	*b	*a	*b	*c
3	3	-	1	1	1
2	2	-	1	*	*
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
*	*	-	-	*	-
13%	13%	-%	-%	100%	-%
*	*	-	-	-	*
11%	11%	-%	-%	-%	100%
1	1	-	1	-	-
76%	76%	-%	100%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
1	1	-	1	-	*
87%	87%	-%	100%	-%	100%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%

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Table 188

Page 1671

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	GOR												
TOTAL	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%													
Unweighted total	70	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l m
Weighted total	68	3	5	4	3	4	7	6	6	5	6	11	10 43
Very dissatisfied	*	2	6	8	1	5	16	10	6	7	1	4	2 61
*%		10%	-	-	-	-	-	-	-	-	-	-	- *
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
-%		-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	5	-	-	-	-	-	5	-	-	-	-	-	5
7%		-	-	-	-	-	32%	-	-	-	-	-	8%
Fairly satisfied	20	2	3	-	1	1	-	5	1	4	1	*	18
29%		82%	55%	-	100%	26%	-	50%	23%	60%	50%	27%	16% 29%
Very satisfied	41	*	3	5	-	4	11	5	5	3	1	3	2 35
60%		8%	45%	67%	-	74%	68%	50%	75%	40%	50%	73%	84% 58%
Don't Know (DO NOT READ OUT)	3	-	-	3	-	-	-	-	*	-	-	-	3
4%		-	-	33%	-	-	-	-	3%	-	-	-	4%
NET: Satisfied	61	2	6	5	1	5	11	10	6	7	1	4	2 53
89%		90%	100%	67%	100%	100%	68%	100%	97%	100%	100%	100%	100% 87%
NET: Dissatisfied	*	*	-	-	-	-	-	-	-	-	-	-	*
*%		10%	-	-	-	-	-	-	-	-	-	-	- *
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m													

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Table 188 (continuation)

Page 1672

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	70	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	68	2	18	2	2	25	1	19	45	19	6	-	25	36	34
Very dissatisfied	*	3	21	2	4	21	*	17	64	3	1	-	4	31	37
*%		-	-	-	-	-	-	*	-	*	-	-	*	*	-
Fairly dissatisfied	-	-%	-%	-%	-%	-%	-%	1%	-%	7%	-%	-%	5%	1%	-%
-%		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Neither satisfied nor dissatisfied	5	-	5	-	-	-	-	-	5	-	-	-	-	2	3
7%		-%	23%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	8%	7%
Fairly satisfied	20	1	4	2	-	9	-	4	18	1	1	-	2	8	12
29%		45%	17%	80%	-%	44%	-%	23%	28%	48%	57%	-%	50%	26%	31%
Very satisfied	41	2	13	*	4	12	*	11	39	1	*	-	2	18	23
60%		55%	60%	20%	100%	56%	100%	61%	61%	40%	43%	-%	41%	57%	62%
Don't Know (DO NOT READ OUT)	3	-	-	-	-	*	-	3	3	*	-	-	*	3	-
4%		-%	-%	-%	-%	1%	-%	15%	4%	5%	-%	-%	4%	9%	-%
NET: Satisfied	61	3	16	2	4	21	*	15	57	3	1	-	4	26	35
89%		100%	77%	100%	100%	99%	100%	84%	88%	88%	100%	-%	91%	83%	93%
NET: Dissatisfied	*	-	-	-	-	-	-	*	-	*	-	-	*	*	-
*%		-%	-%	-%	-%	-%	-%	1%	-%	7%	-%	-%	5%	1%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 188 (continuation)

Page 1673

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	a	b	*a	*b	c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	70	27	3	9	3	30	40	3	27	40	24	14	8	9	5	6	-
Weighted total	68	39	3	7	*	40	28	5	35	28	37	8	8	8	1	2	-
Very dissatisfied	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	3%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	8%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	5	2	3	-	-	5	-	-	5	-	-	2	3	-	-	-	-
	7%	6%	88%	-%	-%	12% b	-%	-%	14%	-%	-%	31%	32%	-%	-%	-%	-%
Fairly satisfied	20	10	*	3	*	11	9	1	9	9	9	2	2	5	*	2	-
	29%	26%	8%	45%	29%	26%	32%	25%	27%	32%	23%	26%	25%	61%	30%	79%	-%
Very satisfied	41	26	*	3	*	22	19	4	18	19	26	3	3	3	1	*	-
	60%	68%	4%	52%	35%	55%	66%	75%	52%	66%	70%	44%	43%	39%	70%	5%	-%
Don't Know (DO NOT READ OUT)	3	-	-	-	*	3	*	-	3	*	3	-	-	-	-	*	-
	4%	-%	-%	-%	35%	6%	1%	-%	7%	1%	7%	-%	-%	-%	-%	7%	-%
NET: Satisfied	61	36	*	6	*	33	28	5	27	28	34	5	5	8	1	2	-
	89%	94%	12%	97%	65%	81%	99% a	100%	79%	99%	93%	69%	68%	100%	100%	84%	-%
NET: Dissatisfied	*	-	-	*	-	-	*	-	-	*	-	-	-	-	-	*	-
	*%	-%	-%	3%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	-%	8%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 188 (continuation)

Page 1674

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	*a	b	*a	b	*c
Unweighted total	70	39	7	12	5	4	37	32	24	45	-	54	15
Weighted total	68	39	3	14	2	4	33	34	23	43	-	51	16
Very dissatisfied	*	-	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	-%	5%	1%	-%	-%	*%	-%	*%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	5	5	-	-	-	-	5	-	3	2	-	5	-
	7%	13%	-%	-%	-%	-%	15% b	-%	11%	6%	-%	10%	-%
Fairly satisfied	20	15	1	*	*	*	7	12	7	13	-	13	6
	29%	39%	31%	3%	19%	5%	23%	36%	29%	30%	-%	27%	38%
Very satisfied	41	16	2	14	2	4	17	22	11	28	-	29	10
	60%	41%	69%	97%	74%	90%	54%	63%	49%	64%	-%	58%	62%
Don't Know (DO NOT READ OUT)	3	3	-	-	*	-	3	*	3	-	-	3	-
	4%	7%	-%	-%	8%	-%	8%	*%	11%	-%	-%	5%	-%
NET: Satisfied	61	31	3	14	2	4	25	34	18	41	-	43	16
	89%	81%	100%	100%	92%	95%	76%	100% a	78%	94%	-%	84%	100%
NET: Dissatisfied	*	-	-	-	-	*	*	-	-	*	-	*	-
	*%	-%	-%	-%	-%	5%	1%	-%	-%	*%	-%	*%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 188 (continuation)

Page 1675

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	b	c	d	e	f	g	a	*b	*c	a	b	*c
Unweighted total	70	26	16	28	58	49	64	58	33	42	50	54	2	11	32	63	20
Weighted total	68	27	16	25	54	45	62	51	23	43	46	56	*	6	32	59	13
Very dissatisfied	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	*%	1%	-%	-%	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%	1%	*%	1%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	5	5	-	-	5	2	5	2	-	5	5	5	-	-	2	5	-
	7%	16%	-%	-%	9%	5%	8%	5%	-%	12%	11%	9%	-%	-%	8%	8%	-%
Fairly satisfied	20	9	6	4	18	8	18	13	12	10	13	15	*	2	3	18	4
	29%	34%	41%	16%	33%	19%	29%	25%	52%	23%	28%	27%	57%	35%	10%	31%	29%
								bcdfg							a		
Very satisfied	41	13	9	19	28	31	36	35	10	28	26	33	*	4	23	33	9
	60%	47%	59%	73%	52%	70%	58%	69%	47%	65%	55%	59%	43%	65%	73%	56%	69%
						e		e									
Don't Know (DO NOT READ OUT)	3	-	-	3	3	3	3	*	*	-	3	3	-	-	3	3	-
	4%	-%	-%	11%	5%	6%	4%	*%	1%	-%	6%	5%	-%	-%	8%	5%	-%
NET: Satisfied	61	22	16	23	46	39	54	48	22	37	39	48	*	6	27	51	13
	89%	81%	100%	89%	85%	88%	87%	94%	98%	88%	83%	86%	100%	100%	83%	87%	99%
								ag									
NET: Dissatisfied	*	*	-	-	*	*	*	*	*	*	*	*	-	-	*	*	*
	*%	1%	-%	-%	*%	*%	*%	*%	1%	*%	*%	*%	-%	-%	1%	*%	1%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 188 (continuation)

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Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	*c	*a	b	*c
Unweighted total	70	43	34	11	1	40	69	62	69	66	70	-	47	70	23	24	39	6
Weighted total	68	40	28	13	*	34	67	58	67	64	68	-	49	68	26	22	39	7
Very dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	*%	*%	-%	-%	-%	1%	*%	*%	*%	*%	*%	-%	-%	*%	1%	-%	*%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	5	5	2	2	-	3	5	5	5	2	5	-	2	5	-	3	-	2
	7%	12%	9%	18%	-%	7%	7%	9%	7%	4%	7%	-%	5%	7%	-%	11%	-%	35%
Fairly satisfied	20	10	9	2	*	11	20	16	20	20	20	-	15	20	10	4	14	1
	29%	24%	31%	16%	100%	33%	30%	27%	30%	31%	29%	-%	30%	29%	39%	20%	36%	21%
Very satisfied	41	23	16	9	-	18	39	35	39	39	41	-	29	41	15	13	25	3
	60%	56%	60%	66%	-%	52%	59%	60%	59%	61%	60%	-%	60%	60%	60%	57%	64%	45%
Don't Know (DO NOT READ OUT)	3	3	*	-	-	3	3	3	3	3	3	-	3	3	-	3	-	-
	4%	7%	1%	-%	-%	8%	4%	5%	4%	4%	4%	-%	5%	4%	-%	12%	-%	-%
NET: Satisfied	61	33	25	11	*	29	59	50	59	59	61	-	44	61	26	17	39	5
	89%	81%	91%	82%	100%	84%	88%	86%	88%	92%	89%	-%	90%	89%	99%	77%	100%	65%
NET: Dissatisfied	*	*	-	-	-	*	*	*	*	*	*	-	-	*	*	-	*	-
	*%	*%	-%	-%	-%	1%	*%	*%	*%	*%	*%	-%	-%	*%	1%	-%	*%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 188 (continuation)

Page 1677

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	*a	b	*a	b
Unweighted total	70	25	9	35	40	30	69	1	43	4	15	39	14	56
Weighted total	68	28	7	34	37	31	67	1	36	6	18	32	18	51
Very dissatisfied	*	-	-	*	*	-	*	-	-	*	*	-	*	-
	*%	-%	-%	1%	1%	-%	*%	-%	-%	3%	1%	-%	1%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	5	-	3	2	2	3	5	-	3	-	2	3	5	-
	7%	-%	39%	7%	7%	8%	7%	-%	7%	-%	13%	8%	28%	-%
Fairly satisfied	20	9	1	9	10	9	20	-	13	*	2	12	6	14
	29%	31%	22%	28%	28%	30%	30%	-%	36%	3%	10%	36%	31%	28%
Very satisfied	41	19	2	19	24	17	39	1	21	5	11	18	7	34
	60%	69%	37%	56%	65%	53%	59%	100%	57%	94%	62%	55%	40%	67%
Don't Know (DO NOT READ OUT)	3	-	*	3	-	3	3	-	*	-	3	*	-	3
	4%	-%	2%	8%	-%	9%	4%	-%	*%	-%	14%	*%	-%	5%
NET: Satisfied	61	28	4	28	34	26	59	1	33	6	13	29	13	48
	89%	100%	59%	85%	93%	83%	88%	100%	93%	97%	72%	92%	71%	95%
NET: Dissatisfied	*	-	-	*	*	-	*	-	-	*	*	-	*	-
	*%	-%	-%	1%	1%	-%	*%	-%	-%	3%	1%	-%	1%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 188 (continuation)

Page 1678

Other (1st) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (1st) and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	a	*b	*a	*b	*c
70	61	-	26	28	16
68	59	-	29	30	10
*	*	-	-	*	-
*%	*%	-%	-%	1%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
5	-	-	2	3	-
7%	-%	-%	8%	9%	-%
20	16	-	9	8	3
29%	27%	-%	30%	28%	29%
41	41	-	18	16	7
60%	68%	-%	62%	54%	69%
3	3	-	-	3	*
4%	4%	-%	-%	9%	2%
61	57	-	26	24	10
89%	95%	-%	92%	82%	98%
*	*	-	-	*	-
*%	*%	-%	-%	1%	-%

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Table 189

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Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

Significance Level: 95% Unweighted total Weighted total Very dissatisfied Fairly dissatisfied Neither satisfied nor dissatisfied Fairly satisfied Very satisfied Don't Know (DO NOT READ OUT) NET: Satisfied NET: Dissatisfied Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	5	*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
	3	2	1	-	-	-	-	1	-	-	-	1	-	4
		*	*	-	-	-	-	2	-	-	-	*	-	3
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
	1	-	*	-	-	-	-	-	-	-	-	*	-	*
	18%	-%	100%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	6%
	3	*	-	-	-	-	-	2	-	-	-	-	-	3
	78%	54%	-%	-%	-%	-%	-%	100%	-%	-%	-%	-%	-%	88%
	*	*	-	-	-	-	-	-	-	-	-	-	-	*
	5%	46%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%

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Table 189 (continuation)

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Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	5	-	1	-	-	2	-	2	2	2	1	-	3	1	4
Weighted total	3	-	*	-	-	3	-	*	3	*	*	-	1	*	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	-	-	-	-	*	-	*	*	*	-	-	*	-	1
	18%	-%	-%	-%	-%	14%	-%	49%	14%	49%	-%	-%	34%	-%	19%
Fairly satisfied	3	-	-	-	-	2	-	*	2	*	-	-	*	*	2
	78%	-%	-%	-%	-%	86%	-%	51%	86%	51%	-%	-%	36%	100%	76%
Very satisfied	*	-	*	-	-	-	-	-	-	-	*	-	*	-	*
	5%	-%	100%	-%	-%	-%	-%	-%	-%	-%	100%	-%	30%	-%	5%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	*	-	-	2	-	*	2	*	*	-	*	*	3
	82%	-%	100%	-%	-%	86%	-%	51%	86%	51%	100%	-%	66%	100%	81%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 189 (continuation)

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Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	5	2	-	1	1	2	3	-	2	3	1	1	1	-	1	1	-
Weighted total	3	1	-	*	*	3	1	-	3	1	2	*	*	-	*	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	-	-	-	*	*	-	*	*	-	*	*	-	-	-	-
	18%	100%	-%	-%	-%	14%	34%	-%	14%	34%	-%	100%	100%	-%	-%	-%	-%
Fairly satisfied	3	-	-	*	-	2	*	-	2	*	2	-	-	-	-	*	-
	78%	-%	-%	100%	-%	86%	36%	-%	86%	36%	100%	-%	-%	-%	-%	100%	-%
Very satisfied	*	-	-	-	*	-	*	-	-	*	-	-	-	-	*	-	-
	5%	-%	-%	-%	100%	-%	30%	-%	-%	30%	-%	-%	-%	-%	100%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	-	-	*	*	2	*	-	2	*	2	-	-	-	*	*	-
	82%	-%	-%	100%	100%	86%	66%	-%	86%	66%	100%	-%	-%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 189 (continuation)

Page 1682

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	5	2	1	-	1	1	3	2	1	4	-	4	1
Weighted total	3	3	*	-	*	*	1	3	*	3	-	3	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	*	*	-	-	-	*	*	*	*	-	*	*
	18%	7%	100%	-%	-%	-%	34%	14%	100%	13%	-%	6%	100%
Fairly satisfied	3	2	-	-	-	*	*	2	-	3	-	3	-
	78%	93%	-%	-%	-%	100%	36%	86%	-%	82%	-%	88%	-%
Very satisfied	*	-	-	-	*	-	*	-	-	*	-	*	-
	5%	-%	-%	-%	100%	-%	30%	-%	-%	5%	-%	5%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	-	*	*	*	2	-	3	-	3	-
	82%	93%	-%	-%	100%	100%	66%	86%	-%	87%	-%	94%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 189 (continuation)

Page 1683

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*a	*b	*c
Unweighted total	5	2	1	2	5	4	5	5	3	3	5	4	-	1	4	5	2
Weighted total	3	*	*	3	3	1	3	3	1	3	3	3	-	*	1	3	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	*	*	-	1	1	1	1	*	-	1	*	-	*	1	1	-
	18%	49%	100%	-%	18%	63%	18%	18%	54%	-%	18%	13%	-%	100%	63%	18%	-%
Fairly satisfied	3	*	-	2	3	*	3	3	*	3	3	3	-	-	*	3	*
	78%	51%	-%	94%	78%	20%	78%	78%	25%	94%	78%	82%	-%	-%	20%	78%	54%
Very satisfied	*	-	-	*	*	*	*	*	*	*	*	*	-	-	*	*	*
	5%	-%	-%	6%	5%	17%	5%	5%	21%	6%	5%	5%	-%	-%	17%	5%	46%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	*	-	3	3	*	3	3	*	3	3	3	-	-	*	3	*
	82%	51%	-%	100%	82%	37%	82%	82%	46%	100%	82%	87%	-%	-%	37%	82%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 189 (continuation)

Page 1684

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	5	4	2	1	-	3	5	5	5	5	5	-	4	5	2	1	4	-
Weighted total	3	3	*	*	-	3	3	3	3	3	3	-	3	3	*	*	3	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	*	*	*	-	-	1	1	1	1	1	-	1	1	-	*	*	-
	18%	6%	54%	100%	-%	-%	18%	18%	18%	18%	18%	-%	19%	18%	-%	100%	6%	-%
Fairly satisfied	3	3	-	-	-	3	3	3	3	3	3	-	2	3	*	-	3	-
	78%	88%	-%	-%	-%	94%	78%	78%	78%	78%	78%	-%	76%	78%	54%	-%	88%	-%
Very satisfied	*	*	*	-	-	*	*	*	*	*	*	-	*	*	*	-	*	-
	5%	5%	46%	-%	-%	6%	5%	5%	5%	5%	5%	-%	5%	5%	46%	-%	5%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	3	*	-	-	3	3	3	3	3	3	-	3	3	*	-	3	-
	82%	94%	46%	-%	-%	100%	82%	82%	82%	82%	82%	-%	81%	82%	100%	-%	94%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	5	3	-	2	4	1	5	-	2	2	3	1	3	2
Weighted total	3	3	-	*	1	2	3	-	3	*	1	2	1	3
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	1	-	-	1	-	1	-	-	*	*	-	*	*
	18%	20%	-%	-%	63%	-%	18%	-%	-%	49%	34%	-%	34%	14%
Fairly satisfied	3	2	-	*	*	2	3	-	2	*	*	2	*	2
	78%	80%	-%	54%	20%	100%	78%	-%	94%	51%	36%	100%	36%	86%
Very satisfied	*	-	-	*	*	-	*	-	*	-	*	-	*	-
	5%	-%	-%	46%	17%	-%	5%	-%	6%	-%	30%	-%	30%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	3	2	-	*	*	2	3	-	3	*	*	2	*	2
	82%	80%	-%	100%	37%	100%	82%	-%	100%	51%	66%	100%	66%	86%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 189 (continuation)

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Other (2nd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (2nd) and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
5	4	-	2	1	2
3	3	-	3	*	1
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
1	*	-	*	-	*
18%	6%	-%	7%	-%	72%
3	3	-	2	*	-
78%	88%	-%	93%	100%	-%
*	*	-	-	-	*
5%	5%	-%	-%	-%	28%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%
3	3	-	2	*	*
82%	94%	-%	93%	100%	28%
-	-	-	-	-	-
-%	-%	-%	-%	-%	-%

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	1	-	-	-	-	-	-	-	-	-	1	-	-	
Weighted total	*	-	-	-	-	-	-	-	-	-	*	-	-	
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Fairly satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
NET: Satisfied	*	-	-	-	-	-	-	-	-	-	*	-	-	
	100%	-%	-%	-%	-%	-%	-%	-%	-%	-%	100%	-%	-%	
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 190 (continuation)

Page 1688

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	1	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Weighted total	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
	100%	-%	-%	-%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 190 (continuation)

Page 1689

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Turnover				Monthly Postal spend	Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%																
Unweighted total	1	1	-	-	-	1	-	1	-	-	1	-	-	-	-	-
Weighted total	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	-	*	-	*	-	-	*	-	-	-	-	-
	100%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%	-%	-%	-%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b,c - a,b,c,d,e,f,g

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Table 190 (continuation)

Page 1690

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%												
Unweighted total	1											
Weighted total	*											
Very dissatisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*											
	100%	-%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%
Very satisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*											
	100%	-%	100%	-%	-%	-%	100%	-%	100%	-%	-%	100%
NET: Dissatisfied	-											
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

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Table 190 (continuation)

Page 1691

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	1	-	1	-	1	1	1	1	1	-	1	1	-	-	1	1	-
Weighted total	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	*	-	*	*	*	*	*	-	*	*	-	-	*	*	-
	100%	-%	100%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	-%	100%	100%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 190 (continuation)

Page 1692

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*a	*b	*c	*a	*b	*c
Unweighted total	1	-	-	-	-	1	1	1	1	1	-	1	1	-	1	-	-
Weighted total	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	-	*	*	*	*	*	-	*	*	-	*	-	-
100%	-%	-%	-%	-%	-%	100%	100%	100%	100%	100%	-%	100%	100%	-%	100%	-%	-%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 190 (continuation)

Page 1693

Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	1	1	-	-	1	-	1	-	-	-	-	-	-	1
Weighted total	*	*	-	-	*	-	*	-	-	-	-	-	-	*
Very dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Fairly satisfied	*	*	-	-	*	-	*	-	-	-	-	-	-	*
	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
Very satisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
NET: Satisfied	*	*	-	-	*	-	*	-	-	-	-	-	-	*
	100%	100%	-%	-%	100%	-%	100%	-%	-%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 190 (continuation)

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Other (3rd) (QOP5b. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All of the respondents who use Other (3rd) and consider it to be their main provider in addition to Royal Mail

Significance Level: 95%

Unweighted total

Weighted total

Very dissatisfied

Fairly dissatisfied

Neither satisfied nor
dissatisfied

Fairly satisfied

Very satisfied

Don't Know (DO NOT READ
OUT)

NET: Satisfied

NET: Dissatisfied

Columns Tested: a,b - a,b,c

TOTAL	Satisfaction with other main provider		Quarter		
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014
	*a	*b	*a	*b	*c
1	-	-	-	-	1
*	-	-	-	-	*
Very dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Fairly satisfied	*	-	-	-	*
100%	-%	-%	-%	-%	100%
Very satisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%
Don't Know (DO NOT READ OUT)	-	-	-	-	-
-%	-%	-%	-%	-%	-%
NET: Satisfied	*	-	-	-	*
100%	-%	-%	-%	-%	100%
NET: Dissatisfied	-	-	-	-	-
-%	-%	-%	-%	-%	-%

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Table 191

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QOP5B. SUMMARY. And on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied, how satisfied or dissatisfied are you with the overall service you receive from ...?)

Base: All Respondents who use more than one mail service provider

	DHL	TNT	UK Mail	UPS	Yodel	Parcelforce	Hermes	FedEx	City Link Post	DX	Pitney Bowes	TNT Express	TNT Post UK	Other (1st)	Other (2nd)	Other (3rd)
Significance Level: 95%	a	b	*c	d	*e	f	*g	*h	*i	*j	*k	*l	*m	n	*o	*p
Unweighted total	38	41	11	38	9	52	28	25	14	12	5	2	3	70	5	1
Weighted total	43	22	15	43	7	61	36	27	9	9	4	2	2	68	3	*
Very dissatisfied	1	-	-	-	-	-	-	-	-	-	-	2	-	*	-	-
	3%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	90%	-%	*%	-%	-%
Fairly dissatisfied	-	*	-	-	-	-	-	-	1	-	-	*	-	-	-	-
	-%	2%	-%	-%	-%	-%	-%	-%	14%	-%	-%	10%	-%	-%	-%	-%
Neither satisfied nor dissatisfied	1	3	3	3	1	3	3	-	1	-	*	-	*	5	1	-
	3%	16%	20%	6%	19%	6%	9%	-%	11%	-%	10%	-%	13%	7%	18%	-%
Fairly satisfied	31	11	9	22	4	37	13	15	5	5	*	-	*	20	3	*
	71%	49%	58%	50%	53%	60%	36%	56%	54%	63%	8%	-%	11%	29%	78%	100%
	n	n		n		n										
Very satisfied	10	7	3	19	2	21	20	12	2	3	4	-	1	41	*	-
	23%	32%	22%	43%	29%	34%	55%	44%	19%	37%	82%	-%	76%	60%	5%	-%
														abf		
Don't Know (DO NOT READ OUT)	-	*	-	-	-	57	-	-	*	-	-	-	-	3	-	-
	-%	1%	-%	-%	-%	94%	-%	-%	2%	-%	-%	-%	-%	4%	-%	-%
						abdn										
NET: Satisfied	40	18	12	41	6	-	32	27	7	9	4	-	1	61	3	*
	94%	81%	80%	94%	81%	-%	91%	100%	73%	100%	90%	-%	87%	89%	82%	100%
	f	f		f										f		
NET: Dissatisfied	1	*	-	-	-	-	-	-	1	-	-	2	-	*	-	-
	3%	2%	-%	-%	-%	-%	-%	-%	14%	-%	-%	100%	-%	*%	-%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p																

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Table 192

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QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
Disagree very strongly	55	1	6	8	1	*	14	5	8	2	5	2	3	46
	3%	1%	4%	5%	1%	*%	5%	2%	6%	2%	6%	2%	4%	3%
			e	e			e		e		e		e	
Disagree	144	9	14	15	10	8	34	20	8	6	6	6	8	124
	9%	11%	9%	9%	11%	6%	12%	9%	6%	5%	7%	8%	11%	9%
Neither Agree nor disagree	541	29	51	87	28	37	84	67	38	48	22	24	26	470
	34%	33%	32%	54%	32%	30%	30%	29%	28%	46%	27%	33%	37%	34%
				abdefgh jklm						befghjkm			j	j
Agree	527	38	57	36	25	45	100	70	48	28	30	25	25	447
	33%	44%	36%	22%	29%	36%	36%	31%	35%	27%	37%	36%	35%	33%
		cdim	c			c	c			c	c	c	c	
Agree very strongly	313	10	26	14	23	35	47	63	34	20	19	13	9	273
	20%	11%	17%	9%	27%	28%	17%	28%	25%	19%	23%	18%	12%	20%
					acl	abcfklm		abcf	acl		acl			cl
Don't Know (DO NOT READ OUT)	10	-	3	-	-	*	-	2	2	1	-	1	-	9
	1%	-%	2%	-%	-%	*%	-%	1%	1%	1%	-%	2%	-%	1%
			j									j		
NET: Agree	841	48	83	50	49	80	147	134	82	48	49	38	33	720
	53%	55%	53%	31%	56%	64%	53%	59%	59%	46%	60%	54%	48%	53%
		c	c		c	clim	c	c	cl	c	cl	c	c	c
NET: Disagree	199	11	20	23	11	8	48	26	16	7	11	8	11	170
	13%	12%	13%	14%	13%	7%	17%	11%	12%	7%	13%	11%	15%	12%
							ei						ei	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 192 (continuation)

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QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
Weighted total	1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
Disagree very strongly	55 3%	1 1%	4 3%	1 2%	3 2%	15 4%	2 2%	27 4%	54 4%	1 3%	* 2%	* 4%	2 3%	33 4%	22 3%
Disagree	144 9%	7 6%	9 6%	5 21%	17 12%	30 8%	11 13%	63 9%	139 9%	3 7%	1 9%	1 7%	5 7%	88 11% b	56 7%
Neither Agree nor disagree	541 34%	32 27%	54 39% a	7 31%	52 37%	130 35%	22 27%	231 35%	519 34%	13 33%	6 39%	3 38%	22 35%	301 37% b	241 31%
Agree	527 33%	54 44% bdeg	41 29%	4 20%	43 30%	120 32%	41 49% bdeg	207 31%	504 33%	16 40% a	5 33%	2 29%	23 37%	253 31%	275 36% a
Agree very strongly	313 20%	25 21% f	32 23% f	6 26%	26 18%	76 20% f	7 9%	135 20% f	302 20%	7 18%	3 17%	2 20%	12 18%	141 17%	172 22% a
Don't Know (DO NOT READ OUT)	10 1%	2 1%	* *%	- -%	- -%	3 1%	- -%	2 *%	10 1%	- -%	- -%	* 2% b	* *%	7 1%	3 *%
NET: Agree	841 53%	80 65% bdeg	73 52%	10 46%	69 49%	196 52%	48 58%	342 51%	806 53%	23 58%	7 50%	4 49%	35 55%	394 48%	447 58% a
NET: Disagree	199 13%	9 7%	13 9%	5 23%	20 14%	45 12%	13 15%	90 13% a	193 13%	4 10%	2 10%	1 11%	6 10%	121 15% b	78 10%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 192 (continuation)

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QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Disagree very strongly	55	25	3	2	2	31	24	10	21	24	29	5	3	8	9	*	-
	3%	3%	4%	3%	11%	2%	8%	2%	3%	8%	3%	2%	2%	7%	15%	2%	-%
					a		a			ab				abc	abcd		
Disagree	144	70	7	10	1	115	28	40	75	28	83	20	17	10	5	5	-
	9%	9%	9%	14%	5%	9%	9%	8%	10%	9%	9%	8%	11%	8%	9%	22%	-%
																abcde	
Neither Agree nor disagree	541	243	27	22	6	437	104	163	274	104	310	100	68	35	19	4	*
	34%	32%	37%	31%	41%	34%	34%	32%	35%	34%	33%	39%	43%	28%	31%	19%	6%
											f	d	ad				
Agree	527	250	20	30	2	423	104	154	269	104	297	91	51	47	18	12	3
	33%	33%	27%	42%	15%	33%	34%	30%	35%	34%	32%	35%	32%	38%	29%	53%	88%
		d		bd												abcde	
Agree very strongly	313	164	17	7	5	268	45	135	134	45	209	43	19	23	10	1	*
	20%	22%	22%	9%	29%	21%	15%	27%	17%	15%	22%	17%	12%	18%	16%	5%	6%
		c	c		c	b		bc			b	f		f	f		
Don't Know (DO NOT READ OUT)	10	8	-	-	-	7	3	7	*	3	7	-	*	2	-	-	-
	1%	1%	-%	-%	-%	1%	1%	1%	%	1%	1%	-%	%	1%	-%	-%	-%
								b		b							
NET: Agree	841	414	36	36	7	692	149	289	403	149	507	134	70	69	27	13	3
	53%	54%	49%	51%	44%	54%	48%	57%	52%	48%	54%	52%	44%	56%	45%	57%	94%
						b		c			c			c			
NET: Disagree	199	95	10	12	2	146	53	50	97	53	112	25	20	19	15	5	-
	13%	12%	14%	17%	15%	11%	17%	10%	12%	17%	12%	10%	12%	15%	24%	24%	-%
						a				ab					abc	abc	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
Disagree very strongly	55	20	8	3	2	2	53	2	51	4	46	9	*
	3%	3%	13% a	5%	6%	7%	4%	2%	4%	3%	4%	3%	2%
Disagree	144	55	2	4	4	2	135	9	136	8	119	24	1
	9%	9%	4%	8%	11%	7%	9%	8%	9%	5%	9%	8%	3%
Neither Agree nor disagree	541	228	12	17	3	5	499	41	480	59	415	113	12
	34%	39% bde	20%	34% d	11%	19%	34%	38%	33%	39%	32%	40% a	46%
Agree	527	186	22	14	14	11	493	34	476	51	432	88	7
	33%	31%	38%	28%	46%	42%	33%	31%	33%	34%	34%	31%	27%
Agree very strongly	313	101	14	12	8	6	292	22	285	29	259	51	4
	20%	17%	24%	24%	25%	23%	20%	20%	20%	19%	20%	18%	17%
Don't Know (DO NOT READ OUT)	10	2	1	-	-	*	9	1	9	1	9	-	1
	1%	*% a	2%	-%	-%	2%	1%	1%	1%	1%	1%	-%	5%
NET: Agree	841	287	35	27	22	16	785	56	761	80	691	139	11
	53%	49%	61% a	52%	71% a	65%	53%	51%	53%	52%	54%	49%	44%
NET: Disagree	199	75	10	7	5	4	188	11	187	12	165	33	1
	13%	13%	17%	14%	18%	14%	13%	10%	13%	8%	13%	12%	5%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

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Table 192 (continuation)

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QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

	TOTAL	Role of mail services			Types of mail sent regularly						Use of parcels			Types of service used			
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Disagree very strongly	55	27	2	24	53	34	54	28	28	12	26	21	*	12	12	53	4
	3%	3%	1%	5%	4%	4%	4%	4%	6%	4%	2%	5%	4%	4%	2%	3%	3%
				b				g	abcg								
Disagree	144	72	29	40	134	97	137	58	36	15	95	30	*	35	47	140	11
	9%	8%	11%	9%	9%	11%	9%	9%	8%	5%	9%	7%	4%	11%	10%	9%	9%
					f	f	f	f									
Neither Agree nor disagree	541	321	89	126	513	300	520	209	153	110	379	153	2	110	158	513	31
	34%	37%	34%	28%	34%	33%	34%	33%	33%	38%	35%	37%	18%	34%	33%	34%	27%
		c															
Agree	527	266	91	164	495	314	503	211	154	98	356	136	6	101	164	504	39
	33%	31%	35%	36%	33%	34%	33%	33%	34%	34%	33%	33%	55%	31%	34%	33%	34%
Agree very strongly	313	169	47	96	288	172	296	124	88	51	216	74	2	65	92	292	30
	20%	20%	18%	21%	19%	19%	20%	20%	19%	18%	20%	18%	15%	20%	19%	19%	26% b
Don't Know (DO NOT READ OUT)	10	4	2	5	9	3	9	3	1	-	7	1	*	2	3	10	-
	1%	*%	1%	1%	1%	*%	1%	*%	*%	-	1%	*%	4%	1%	1%	1%	-
NET: Agree	841	435	138	260	782	485	799	335	242	149	572	209	7	166	256	796	70
	53%	51%	53%	57% a	52%	53%	53%	53%	53%	52%	53%	50%	69%	51%	54%	53%	60%
NET: Disagree	199	99	32	63	187	130	190	87	64	27	122	51	1	48	59	192	15
	13%	12%	12%	14%	13%	14%	13%	14%	14%	10%	11%	12%	9%	15%	12%	13%	13%
						fg											

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 192 (continuation)

Page 1701

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Disagree very strongly	55	36	43	16	3	33	55	42	55	42	54	-	25	54	2	7	32	16
	3%	3%	4%	12% c	8% c	2%	4%	3%	4%	3%	3%	-%	3%	3%	1%	4%	3%	8% b
Disagree	144	108	93	20	3	119	138	127	138	112	139	-	63	137	16	9	110	25
	9%	9%	9%	15% c	7%	9%	9%	10%	9%	9%	9%	-%	8%	9%	8%	5%	9% a	12% a
Neither Agree nor disagree	541	405	340	40	23	464	535	468	538	424	533	-	300	532	84	76	396	69
	34%	34%	34%	29%	52% ac	34%	34%	35%	34%	35%	34%	-%	37%	34%	45% ab	39%	33%	34%
Agree	527	393	357	52	10	458	517	436	519	404	518	-	285	525	55	63	389	71
	33%	33%	36%	38%	22%	33%	33%	33%	33%	33%	33%	-%	35%	34%	30%	32%	33%	35%
Agree very strongly	313	253	156	9	5	294	307	260	308	229	307	-	144	308	28	41	252	20
	20%	21% b	16%	7%	12%	21% a	20%	19%	20%	19%	20%	-%	18%	20%	15%	21% c	21% c	10%
Don't Know (DO NOT READ OUT)	10	9	5	-	-	9	9	6	9	5	10	-	2	8	1	-	8	2
	1%	1%	*%	-%	-%	1%	1%	*%	1%	*%	1%	-%	*%	*%	1%	-%	1%	1%
NET: Agree	841	646	514	61	15	752	824	696	828	632	825	-	429	833	83	104	641	91
	53%	54%	52%	44%	34%	55% ab	53%	52%	53%	52%	53%	-%	52% c	53% c	45%	53%	54% c	45%
NET: Disagree	199	144	136	37	6	153	193	169	193	154	192	-	88	191	18	16	142	41
	13%	12%	14%	27% c	14%	11%	12%	13%	12%	13%	12%	-%	11%	12%	10%	8%	12%	20% ab

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 192 (continuation)

Page 1702

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	b	a	b	a	b	a	b
Unweighted total	1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
Weighted total	1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Disagree very strongly	55 3%	9 6%	7 8% c	39 3%	43 4% b	13 2%	51 4%	4 3%	17 1%	12 16% a	31 11% b	24 2%	2 4%	7 3%
Disagree	144 9%	13 9%	10 11%	121 9%	98 10%	46 8%	135 9%	9 6%	75 6%	24 30% a	39 13% b	104 8%	4 7%	17 7%
Neither Agree nor disagree	541 34%	49 33%	29 34%	456 34%	365 36% b	177 30%	498 34%	44 30%	367 30%	21 27%	111 38%	417 33%	20 38%	89 40%
Agree	527 33%	51 35%	29 34%	445 33%	320 32%	208 35%	494 34% b	33 23%	458 38% b	7 10%	78 27%	443 35% a	20 38%	68 30%
Agree very strongly	313 20%	23 16%	10 11%	279 21% b	176 17%	138 23% a	259 18%	54 38% a	293 24% b	11 14%	29 10%	280 22% a	7 14%	43 19%
Don't Know (DO NOT READ OUT)	10 1%	2 1%	1 1%	7 1%	4 *% b	6 1%	9 1%	* *% a	3 *% a	2 3% a	2 1%	7 1%	- -% a	1 1%
NET: Agree	841 53%	74 50%	39 45%	724 54%	495 49%	345 59% a	754 52%	87 60%	751 62% b	18 24%	107 37%	722 57% a	27 51%	111 49%
NET: Disagree	199 13%	22 15%	17 20% c	160 12%	140 14% b	59 10%	186 13%	13 9%	93 8%	36 46% a	70 24% b	128 10%	6 11%	23 10%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QAP1. On a scale of 1 to 5 where 5 is agree very strongly and 1 is disagree very strongly, please tell me how strongly you agree or disagree that mail services in the UK provide good value for money

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Disagree very strongly

Disagree

Neither Agree nor disagree

Agree

Agree very strongly

Don't Know (DO NOT READ OUT)

NET: Agree

NET: Disagree

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
Disagree very strongly	55	9	15	15	17	8
	3%	4%	4%	4%	4%	2%
Disagree	144	15	40	35	31	38
	9%	6%	10%	9%	8%	9%
Neither Agree nor disagree	541	92	126	123	139	153
	34%	38%	33%	31%	35%	38%
						b
Agree	527	80	128	143	130	126
	33%	33%	33%	36%	33%	31%
Agree very strongly	313	48	76	83	82	72
	20%	20%	20%	21%	20%	18%
Don't Know (DO NOT READ OUT)	10	1	2	1	1	6
	1%	1%	1%	1%	1%	1%
						c
NET: Agree	841	128	204	227	212	198
	53%	52%	53%	57%	53%	49%
				d		
NET: Disagree	199	24	55	50	48	46
	13%	10%	14%	12%	12%	11%

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ
OUT)

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
196	10	20	21	14	10	32	31	18	14	12	9	6	170
12%	12%	13%	13%	16%	8%	12%	14%	13%	13%	14%	13%	9%	12%
				e									
1188	71	115	116	62	98	210	162	105	82	58	52	56	1021
75%	81%	74%	72%	71%	78%	75%	71%	76%	78%	71%	73%	80%	75%
				j									
202	6	21	20	11	16	37	36	15	9	11	10	8	173
13%	7%	14%	13%	13%	13%	13%	16%	11%	9%	14%	14%	12%	13%
5	-	-	3	-	1	-	-	-	-	*	-	-	4
*%	-%	-%	2%	-%	1%	-%	-%	-%	-%	1%	-%	-%	*%
			klm										

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Table 193 (continuation)

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QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
196	6	28	2	8	63	13	71	187	5	3	1	9	110	86
12%	5%	20%	9%	6%	17%	16%	11%	12%	12%	21%	10%	14%	13%	11%
		adg			adg	ad	a			a				
1188	93	88	17	107	278	61	508	1141	31	10	6	47	601	586
75%	76%	62%	78%	76%	75%	74%	76%	75%	75%	71%	71%	73%	73%	76%
	b			b	b		b							
202	23	25	3	26	32	8	82	194	5	1	2	8	107	96
13%	19%	18%	13%	18%	8%	10%	12%	13%	13%	8%	19%	12%	13%	12%
	eg	e		e							c			
5	*	-	-	-	-	*	4	5	-	*	-	*	4	*
*%	*%	-%	-%	-%	-%	*%	1%	*%	-%	1%	-%	*%	1%	*%

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Increase	196 12%	101 13%	11 15%	12 17%	3 21%	111 9%	85 28% a	17 3%	94 12% a	85 28% ab	81 9%	26 10%	30 19% ab	23 18% ab	16 27% ab	9 40% abcd	* 12%
Stay about the same	1188 75%	556 73% d	49 66% d	45 64% d	7 42%	1005 78% b	182 59%	438 86% bc	568 73% c	182 59%	744 80% cdef	204 79% cdef	98 62% f	79 64% f	38 62% f	9 39% f	3 88% f
Decrease	202 13%	103 14%	14 19%	12 18%	6 37% abc	162 13%	40 13%	54 11%	108 14%	40 13%	107 11%	29 11%	29 18% ab	23 18% ab	7 11%	4 16%	- -%
Don't Know (DO NOT READ OUT)	5 *%	- -%	- -%	* 1%	- -%	3 *%	1 *%	- -%	3 *%	1 *%	3 *%	* *%	* *%	- -%	- -%	1 6% abcde	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
196	75	21	19	21	10	163	32	151	44	104	84	7
12%	13%	36%	38%	69%	39%	11%	30%	10%	29%	8%	29%	27%
	a	a	abce	a			a		a		a	
1188	423	30	31	6	10	1119	69	1096	91	1007	166	15
75%	72%	51%	62%	20%	41%	76%	63%	76%	60%	79%	58%	61%
	bde	d	d			b		b		b		
202	89	7	*	3	5	194	8	186	16	164	35	3
13%	15%	12%	1%	10%	20%	13%	7%	13%	11%	13%	12%	12%
	c	c		c	c							
5	3	-	-	-	-	5	-	5	*	5	*	-
*%	1%	-%	-%	-%	-%	*%	-%	*%	*%	*%	*%	-%

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Table 193 (continuation)

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QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Increase	196	60	50	87	166	130	177	127	67	71	117	107	4	36	92	182	28
	12%	7%	19%	19%	11%	14%	12%	20%	15%	25%	11%	26%	39%	11%	19%	12%	24%
			a	a		ag	abcecg	ag	abcecg			c			b		b
Stay about the same	1188	680	165	329	1125	664	1141	416	323	175	808	258	5	236	313	1131	69
	75%	79%	63%	72%	75%	72%	75%	66%	70%	61%	75%	62%	51%	72%	66%	75%	60%
		bc		b	def	df	def		f		def			a	ac		
Decrease	202	119	42	38	195	120	195	88	70	40	150	50	1	54	67	193	19
	13%	14%	16%	8%	13%	13%	13%	14%	15%	14%	14%	12%	10%	16%	14%	13%	16%
		c	c														
Don't Know (DO NOT READ OUT)	5	*	3	1	4	5	5	3	*	-	5	-	-	*	4	5	-
	*%	*%	1%	*%	*%	1%	*%	1%	*%	-%	*%	-%	-%	*%	1%	*%	-%
			a														

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Increase	196	141	128	21	5	163	191	162	191	166	194	-	108	188	34	196	-	-
	12%	12%	13%	15%	12%	12%	12%	12%	12%	14%	12%	-%	13%	12%	18%	100%	-%	-%
															ab	bc		
Stay about the same	1188	911	708	80	31	1061	1168	1001	1173	886	1164	-	583	1170	118	-	1188	-
	75%	76%	71%	58%	71%	77%	75%	75%	75%	73%	75%	-%	71%	75%	63%	-%	100%	-%
		b				a							c	c			ac	
Decrease	202	146	157	35	6	150	198	171	200	162	198	-	126	201	33	-	-	202
	13%	12%	16%	26%	14%	11%	13%	13%	13%	13%	13%	-%	15%	13%	18%	-%	-%	100%
			a	c											b			ab
Don't Know (DO NOT READ OUT)	5	5	2	1	1	4	5	5	5	2	5	-	2	5	*	-	-	-
	*%	*%	*%	1%	3%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ OUT)

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
196	45	28	121	115	82	190	6	149	10	51	137	20	69
12%	31%	33%	9%	11%	14%	13%	4%	12%	13%	18%	11%	36%	31%
	c	c				b				b			
1188	89	42	1046	719	469	1060	127	934	50	180	992	27	133
75%	61%	48%	78%	72%	80%	73%	88%	77%	64%	62%	78%	51%	59%
			ab		a		a	b			a		
202	12	16	174	170	32	192	10	126	17	59	141	7	23
13%	8%	19%	13%	17%	5%	13%	7%	10%	22%	20%	11%	12%	10%
		a		b				a		b			
5	-	-	5	*	4	5	-	5	-	-	5	-	*
1%	0%	0%	1%	1%	1%	1%	0%	1%	0%	0%	1%	0%	1%
				a									

QS1. In the next 12 months, do you anticipate the volume of mail your organisation sends to increase, decrease or stay about the same?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Increase

Stay about the same

Decrease

Don't Know (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
196	79	2	36	56	49	55
12%	32%	30%	9%	14%	12%	14%
				a		
1188	140	5	296	300	284	308
75%	57%	70%	76%	75%	71%	76%
202	27	-	55	45	62	40
13%	11%	-%	14%	11%	16%	10%
					d	
5	*	-	-	-	5	-
*%	*%	-%	-%	-%	1%	-%
					abd	

Q51a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at Q51

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted total	200	11	18	10	17	9	17	13	13	15	30	28	19	123
Weighted total	196	10	20	21	14	10	32	31	18	14	12	9	6	170
Parcels and packets	96	5	10	5	7	7	21	15	7	6	5	5	3	83
	49%	48%	50%	24%	51%	70%	64%	50%	38%	42%	46%	55%	42%	49%
Letters	66	4	5	8	6	3	11	8	7	5	3	4	2	57
	34%	35%	27%	40%	42%	30%	34%	26%	38%	39%	27%	47%	31%	34%
Large letters	42	*	5	5	4	1	8	5	5	1	4	3	1	35
	22%	2%	25%	25%	30%	15%	25%	16%	28%	9%	32%	31%	9%	21%
Other everyday correspondence, such as invoices, one off bills etc.	8	*	-	-	-	-	2	3	-	2	*	1	*	7
	4%	2%	-%	-%	-%	-%	8%	8%	-%	11%	4%	10%	4%	4%
Advertising and promotional material, such as catalogues, brochures and direct mail	6	-	1	-	-	-	2	*	-	1	*	*	*	5
	3%	-%	6%	-%	-%	-%	8%	1%	-%	9%	3%	5%	7%	3%
Order fulfilment (sending ordered goods to customers)	5	-	2	-	-	-	2	-	1	-	-	-	-	5
	3%	-%	8%	-%	-%	-%	8%	-%	7%	-%	-%	-%	-%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	3	-	-	-	-	-	2	-	-	-	-	1	-	2
	2%	-%	-%	-%	-%	-%	8%	-%	-%	-%	-%	10%	-%	1%
Publications, such as magazines, periodicals, customer newsletters	3	-	-	-	-	-	2	*	-	-	-	-	*	3
	1%	-%	-%	-%	-%	-%	8%	1%	-%	-%	-%	-%	2%	2%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	10	2	2	3	-	-	3	-	-	-	1	-	*	9
	5%	15%	8%	12%	-%	-%	9%	-%	-%	-%	8%	-%	7%	5%
None of these (DO NOT READ OUT)	8	-	2	-	-	-	-	2	3	-	1	-	-	7
	4%	-%	8%	-%	-%	-%	-%	8%	18%	-%	8%	-%	-%	4%
Don't Know (DO NOT READ OUT)	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	7%	-%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
200	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
196	11	18	10	17	9	17	13	13	15	30	28	19	123
	10	20	21	14	10	32	31	18	14	12	9	6	170
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	200	4	27	3	10	71	11	68	143	35	17	5	57	108	92
Weighted total	196	6	28	2	8	63	13	71	187	5	3	1	9	110	86
Parcels and packets	96	3	19	1	*	40	2	26	92	2	2	-	3	43	52
	49%	53%	66%	72%	2%	64%	18%	36%	49%	31%	51%	-%	35%	39%	61%
						g								a	
Letters	66	*	6	2	4	9	8	37	61	4	1	1	6	32	34
	34%	3%	20%	77%	43%	15%	60%	52%	32%	71%	42%	78%	62%	29%	40%
						e		e		a			a		
Large letters	42	-	2	-	2	10	10	18	40	2	1	*	2	25	18
	22%	-%	9%	-%	25%	16%	74%	25%	21%	31%	18%	36%	27%	22%	21%
Other everyday correspondence, such as invoices, one off bills etc.	8	-	*	*	3	*	3	2	8	*	*	-	1	4	4
	4%	-%	1%	23%	36%	1%	19%	2%	4%	2%	16%	-%	7%	4%	5%
Advertising and promotional material, such as catalogues, brochures and direct mail	6	1	-	-	*	*	2	2	6	*	-	-	*	*	6
	3%	22%	-%	-%	6%	*%	18%	3%	3%	3%	-%	-%	2%	*%	7%
														a	
Order fulfilment (sending ordered goods to customers)	5	1	-	-	-	2	2	-	5	-	-	-	-	3	2
	3%	22%	-%	-%	-%	2%	18%	-%	3%	-%	-%	-%	-%	3%	3%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	3	-	-	-	*	*	2	-	3	-	-	-	-	-	3
	2%	-%	-%	-%	6%	1%	18%	-%	2%	-%	-%	-%	-%	-%	4%
														a	
Publications, such as magazines, periodicals, customer newsletters	3	-	-	-	-	*	3	-	2	*	*	-	*	*	3
	1%	-%	-%	-%	-%	*%	19%	-%	1%	3%	3%	-%	3%	*%	3%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	10	-	2	*	-	5	-	3	10	-	-	-	-	9	1
	5%	-%	6%	23%	-%	7%	-%	5%	5%	-%	-%	-%	-%	8%	2%
														b	
None of these (DO NOT READ OUT)	8	-	2	-	-	4	-	2	8	-	-	-	-	8	-
	4%	-%	6%	-%	-%	6%	-%	3%	4%	-%	-%	-%	-%	7%	-%
														b	

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ OUT)

Refused (DO NOT READ OUT)

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
200	^a 4	^b 27	^c 3	^d 10	^e 71	^f 11	^g 68	^a 143	^b 35	^c 17	^d 5	^e 57	^a 108	^b 92
196	6	28	2	8	63	13	71	187	5	3	1	9	110	86
*	-	-	-	*	-	-	-	*	-	-	-	-	-	*
*%	-%	-%	-%	5%	-%	-%	-%	*%	-%	-%	-%	-%	-%	*%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 194 (continuation)

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Q51a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at Q51

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	*c	d	*e	*f	*g
Unweighted total	200	80	13	18	10	97	103	17	80	103	60	34	26	31	18	21	2
Weighted total	196	101	11	12	3	111	85	17	94	85	81	26	30	23	16	9	*
Parcels and packets	96	50	7	3	1	42	54	6	36	54	45	13	11	8	5	6	-
	49%	49%	66%	24%	20%	37%	63% a	33%	38%	63% b	56%	50%	37%	35%	29%	67%	-%
Letters	66	28	2	6	3	47	19	6	41	19	20	8	16	9	11	2	*
	34%	27%	20%	50%	79%	42% b	23%	34%	44% c	23%	25%	29%	51%	41%	67%	26%	100%
Large letters	42	20	*	2	2	24	18	4	20	18	11	6	11	6	6	2	-
	22%	20%	2%	16%	56%	22%	22%	23%	21%	22%	13%	23%	37%	26%	39%	27%	-%
Other everyday correspondence, such as invoices, one off bills etc.	8	3	*	*	*	7	1	-	7	1	4	-	2	1	*	*	-
	4%	3%	4%	2%	7%	6%	2%	-%	7% c	2%	5%	-%	8%	4%	3%	2%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	6	3	*	-	-	5	1	2	4	1	2	1	2	-	1	-	-
	3%	3%	4%	-%	-%	5%	1%	10%	4%	1%	2%	5%	8%	-%	6%	-%	-%
Order fulfilment (sending ordered goods to customers)	5	2	-	1	-	4	1	-	4	1	-	1	2	2	-	-	-
	3%	2%	-%	10%	-%	4%	1%	-%	4%	1%	-%	5%	8%	7% a	-%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	3	*	*	-	-	3	*	*	2	*	*	-	2	-	*	-	-
	2%	*%	4%	-%	-%	3%	1%	2%	3%	1%	*%	-%	8%	-%	3%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	3	-	-	-	-	2	*	-	2	*	-	-	2	-	*	*	-
	1%	-%	-%	-%	-%	2%	*%	-%	3%	*%	-%	-%	8%	-%	1%	1%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	10	5	3	-	-	9	2	2	7	2	6	-	1	-	-	-	-
	5%	5%	27%	-%	-%	8%	2%	10%	7%	2%	8%	-%	3%	-%	-%	-%	-%
None of these (DO NOT READ OUT)	8	8	-	-	-	8	-	-	8	-	4	4	-	*	-	-	-
	4%	8%	-%	-%	-%	7%	-%	-%	9% c	-%	5%	14%	-%	2%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	*c	d	*e	*f	*g
Unweighted total	200	80	13	18	10	97	103	17	80	103	60	34	26	31	18	21	2
Weighted total	196	101	11	12	3	111	85	17	94	85	81	26	30	23	16	9	*
Don't Know (DO NOT READ OUT)	*	-	-	-	-	*	-	*	-	-	-	*	-	-	-	-	-
	*%	-%	-%	-%	-%	*%	-%	2%	-%	-%	-%	2%	-%	-%	-%	-%	-%
Refused (DO NOT READ OUT)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	200	77	22	18	16	15	164	35	154	45	115	71	13
Weighted total	196	75	21	19	21	10	163	32	151	44	104	84	7
Parcels and packets	96	27	19	17	20	10	68	26	61	33	32	57	5
	49%	36%	91%	86%	92%	98%	42%	80% a	40%	75% a	31%	68% a	71%
Letters	66	30	1	*	1	1	65	2	59	7	49	16	1
	34%	40%	5%	2%	7%	7%	40% b	5%	39% b	16%	47% b	19%	21%
Large letters	42	19	2	3	2	*	40	2	37	5	28	12	2
	22%	26%	9%	16%	11%	5%	25% b	7%	25%	12%	27%	15%	31%
Other everyday correspondence, such as invoices, one off bills etc.	8	4	-	-	-	-	8	1	7	1	5	3	1
	4%	5%	-%	-%	-%	-%	5%	2%	5%	2%	5%	3%	8%
Advertising and promotional material, such as catalogues, brochures and direct mail	6	3	-	*	-	-	6	1	5	1	3	3	1
	3%	4%	-%	1%	-%	-%	3%	3%	4%	2%	3%	3%	13%
Order fulfilment (sending ordered goods to customers)	5	4	2	-	-	-	2	3	2	3	-	5	-
	3%	5%	7%	-%	-%	-%	2%	9% a	2%	6%	-%	6% a	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	3	3	-	-	-	-	3	*	3	*	*	2	*
	2%	4%	-%	-%	-%	-%	2%	1%	2%	1%	*%	3%	7%
Publications, such as magazines, periodicals, customer newsletters	3	2	-	*	-	-	3	-	3	*	*	3	-
	1%	3%	-%	1%	-%	-%	2%	-%	2%	*%	*%	3%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	10	9	-	-	-	-	9	2	8	2	1	9	-
	5%	12%	-%	-%	-%	-%	5%	5%	5%	5%	1%	11% a	-%
None of these (DO NOT READ OUT)	8	5	*	2	-	-	6	2	6	2	6	2	-
	4%	6%	2%	12%	-%	-%	4%	5%	4%	4%	6%	2%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
200	a	*b	*c	*d	*e	a	b	a	b	a	b	*c
196	77	22	18	16	15	164	35	154	45	115	71	13
	75	21	19	21	10	163	32	151	44	104	84	7
*	-	-	-	-	-	*	-	*	-	*	-	-
*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	200	60	50	90	178	145	185	131	87	68	136	104	4	40	98	190	36
Weighted total	196	60	50	87	166	130	177	127	67	71	117	107	4	36	92	182	28
Parcels and packets	96	22	22	51	72	63	81	82	29	54	54	79	4	9	49	86	20
	49%	37%	45%	59% a	43%	49%	46%	65% abceg	44%	77% abceg	46%	74% c	93%	25%	53%	47%	73% ab
Letters	66	21	24	22	64	39	64	28	34	6	49	9	4	21	18	65	7
	34%	35%	47% c	25%	39% df	30% f	36% df	22% f	50% bcd	8%	42% df	8%	100% a	58% a	20% a	36% a	24%
Large letters	42	15	13	14	40	39	41	25	18	6	25	14	3	10	21	39	5
	22%	25%	27%	16%	24% f	30% f	23% f	20% f	27% f	8%	21% f	13%	61%	28% a	23%	21%	19%
Other everyday correspondence, such as invoices, one off bills etc.	8	1	4	3	8	5	8	3	4	1	6	1	2	*	7	8	3
	4%	1%	8%	4%	5%	4%	5%	3%	6%	1%	5%	1%	59%	1%	8%	4%	12%
Advertising and promotional material, such as catalogues, brochures and direct mail	6	2	3	1	6	6	6	3	5	1	6	1	2	*	3	6	3
	3%	4%	6%	1%	4%	4%	4%	2%	7%	1%	6%	1%	59%	1%	3%	4%	10%
Order fulfilment (sending ordered goods to customers)	5	1	2	2	4	5	5	5	4	3	5	3	2	-	5	5	2
	3%	2%	5%	2%	2%	4%	3%	4%	6%	4%	5%	3%	59%	-%	6%	3%	9%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	3	1	2	-	3	2	3	2	3	*	3	*	2	*	2	3	2
	2%	1%	5% c	-%	2%	2%	2%	2%	5%	1%	2%	*%	59%	1%	3%	2%	9% b
Publications, such as magazines, periodicals, customer newsletters	3	-	3	*	3	3	3	3	3	*	3	*	2	-	3	3	3
	1%	-%	5% c	*%	2%	2%	2%	2%	4%	*%	2%	*%	59%	-%	3%	1%	9% b
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	10	7	-	3	6	3	6	7	*	2	5	8	-	2	10	7	2
	5%	12% bc	-%	3%	3%	2%	3%	5%	1%	3%	4%	7%	-%	5%	11% b	4%	7%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

Significance Level: 95%

Unweighted total

Weighted total

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
200	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
196	60	50	90	178	145	185	131	87	68	136	104	4	40	98	190	36
	60	50	87	166	130	177	127	67	71	117	107	4	36	92	182	28
8	2	4	2	8	8	8	6	3	6	3	7	-	*	2	8	-
4%	3%	9%	2%	5%	6%	5%	5%	5%	8%	2%	7%	-%	1%	2%	4%	-%
									g							
*	*	-	-	*	*	*	-	-	-	*	-	-	-	-	*	-
*%	1%	-%	-%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	*b	*c
Unweighted total	200	148	120	19	6	160	197	176	197	172	197	-	116	193	38	200	-	-
Weighted total	196	141	128	21	5	163	191	162	191	166	194	-	108	188	34	196	-	-
Parcels and packets	96	62	60	15	2	74	96	82	96	86	95	-	49	94	23	96	-	-
	49%	44%	47%	72%	39%	45%	50%	51%	50%	52%	49%	-%	45%	50%	66% a	49%	-%	-%
Letters	66	51	51	3	2	60	63	58	63	50	65	-	36	61	11	66	-	-
	34%	36%	40%	16%	32%	37%	33%	36%	33%	30%	33%	-%	34%	32%	32%	34%	-%	-%
Large letters	42	31	29	7	1	32	40	39	40	38	42	-	25	42	5	42	-	-
	22%	22%	23%	33%	24%	20%	21%	24%	21%	23%	22%	-%	23%	22%	13%	22%	-%	-%
Other everyday correspondence, such as invoices, one off bills etc.	8	7	6	-	-	8	8	5	8	8	8	-	7	8	3	8	-	-
	4%	5%	5%	-%	-%	5%	4%	3%	4%	5%	4%	-%	6%	4%	9%	4%	-%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	6	6	5	-	-	5	6	6	6	6	6	-	6	6	4	6	-	-
	3%	4%	4%	-%	-%	3%	3%	4%	3%	4%	3%	-%	6%	3%	12% b	3%	-%	-%
Order fulfilment (sending ordered goods to customers)	5	4	5	-	-	5	5	4	5	5	5	-	5	5	5	5	-	-
	3%	3%	4%	-%	-%	3%	3%	2%	3%	3%	3%	-%	5%	3%	15% ab	3%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	3	2	2	-	-	3	3	3	3	3	3	-	3	3	2	3	-	-
	2%	2%	2%	-%	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	7%	2%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	3	3	2	-	-	3	3	3	3	3	3	-	3	3	2	3	-	-
	1%	2%	2%	-%	-%	2%	1%	2%	1%	2%	1%	-%	2%	1%	7% b	1%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	10	5	3	*	2	8	10	4	10	10	10	-	6	10	*	10	-	-
	5%	4%	2%	2%	30%	5%	5%	2%	5%	6%	5%	-%	6%	5%	1%	5%	-%	-%
None of these (DO NOT READ OUT)	8	8	2	-	-	8	8	8	8	8	8	-	6	8	-	8	-	-
	4%	6%	1%	-%	-%	5%	4%	5%	4%	5%	4%	-%	6%	4%	-%	4%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
200	a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	*b	*c
196	148	120	19	6	160	197	176	197	172	197	-	116	193	38	200	-	-
	141	128	21	5	163	191	162	191	166	194	-	108	188	34	196	-	-
*	*	*	-	-	*	*	-	*	-	*	-	-	*	-	*	-	-
*%	*%	*%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%	*%	-%	*%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	200	40	33	125	124	76	195	5	145	11	49	137	18	62
Weighted total	196	45	28	121	115	82	190	6	149	10	51	137	20	69
Parcels and packets	96	33	22	41	57	38	91	5	72	4	29	60	16	44
	49%	73% c	77% c	34%	50%	47%	48%	75%	48%	37%	57%	44%	80%	64%
Letters	66	6	4	54	36	30	65	2	57	2	11	54	2	16
	34%	13%	16%	45% ab	31%	37%	34%	25%	38%	24%	22%	39% a	10%	23%
Large letters	42	6	6	29	26	16	42	-	26	*	18	22	*	14
	22%	14%	20%	24%	23%	20%	22%	-%	18%	5%	36% b	16%	1%	21%
Other everyday correspondence, such as invoices, one off bills etc.	8	4	1	3	5	3	8	-	6	1	3	5	*	3
	4%	9%	4%	2%	4%	4%	4%	-%	4%	12%	6%	3%	2%	4%
Advertising and promotional material, such as catalogues, brochures and direct mail	6	3	*	3	2	4	6	-	5	*	4	1	-	3
	3%	6%	2%	3%	2%	5%	3%	-%	3%	4%	8% b	1%	-%	5%
Order fulfilment (sending ordered goods to customers)	5	4	2	-	2	4	5	-	4	-	2	3	2	4
	3%	8% c	6% c	-%	1%	5%	3%	-%	2%	-%	5%	2%	8%	5%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	3	2	*	*	1	2	3	-	3	-	2	*	-	3
	2%	5% c	2%	*%	1%	3%	2%	-%	2%	-%	5% b	*%	-%	4%
Publications, such as magazines, periodicals, customer newsletters	3	2	-	*	*	2	3	-	3	-	2	*	-	3
	1%	5% c	-%	*%	*%	3%	1%	-%	2%	-%	5% b	*%	-%	4%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	10	5	2	3	7	3	10	-	8	-	3	7	2	7
	5%	11% c	6%	3%	6%	4%	5%	-%	5%	-%	6%	5%	10%	10%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

Significance Level: 95%

Unweighted total

Weighted total

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
200	a	b	c	a	b	a	*b	a	*b	a	b	*a	b
196	40	33	125	124	76	195	5	145	11	49	137	18	62
	45	28	121	115	82	190	6	149	10	51	137	20	69
8	-	-	8	4	4	8	-	6	2	-	8	-	2
4%	-%	-%	7%	3%	5%	4%	-%	4%	23%	-%	6%	-%	2%
*	-	-	*	*	-	*	-	*	-	-	*	-	-
*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
-	-	-	-	-	-	-	-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

Significance Level: 95%

Unweighted total

Weighted total

Parcels and packets

Letters

Large letters

Other everyday
correspondence, such as
invoices, one off bills
etc.

Advertising and
promotional material,
such as catalogues,
brochures and direct
mail

Order fulfilment
(sending ordered goods
to customers)

Transactional mail
including - Bulk
customer mailings, such
as bills, statements,
customer packs etc

Publications, such as
magazines, periodicals,
customer newsletters

Goods / business
supplies / large packets
ordered via lorry

Legal / accounts
documents / tax forms

Other (PLEASE SPECIFY)

None of these (DO NOT
READ OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	^b	a	b	c	d
200	69	2	37	51	54	58
196	79	2	36	56	49	55
96	52	*	20	33	20	23
49%	66%	22%	56%	58%	41%	41%
66	15	2	7	10	24	26
34%	19%	78%	19%	18%	49%	46%
					^{ab}	^{ab}
42	14	-	9	9	11	14
22%	18%	-%	25%	15%	22%	25%
8	3	-	5	3	-	-
4%	4%	-%	14%	5%	-%	-%
			^{cd}			
6	3	-	5	*	1	-
3%	4%	-%	15%	1%	1%	-%
			^{bcd}			
5	4	-	4	2	-	-
3%	5%	-%	10%	3%	-%	-%
			^{cd}			
3	3	-	3	*	-	-
2%	4%	-%	8%	1%	-%	-%
			^{cd}			
3	3	-	2	*	*	-
1%	3%	-%	7%	*%	*%	-%
			^d			
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
10	9	-	*	4	3	2
5%	12%	-%	1%	7%	7%	4%
8	2	-	*	2	2	4
4%	2%	-%	1%	3%	4%	7%

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Table 194 (continuation)

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QS1a. Are there any types of mail that you send in particular that you expect to see increased volumes in?

Base: All with increase at QS1

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
200	69	2	37	51	54	58
196	79	2	36	56	49	55
*	-	-	-	*	-	-
*%	-%	-%	-%	1%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted total	200	6	18	10	12	14	20	17	14	9	33	25	22	120
Weighted total	202	6	21	20	11	16	37	36	15	9	11	10	8	173
Letters	143	2	18	15	10	7	25	28	12	7	8	8	4	123
	71%	27%	86%	73%	87%	42%	66%	80%	81%	73%	71%	77%	45%	71%
Large letters	66	-	11	3	4	7	16	13	4	*	3	3	1	58
	32%	-%	53%	16%	38%	41%	43%	37%	24%	2%	28%	33%	11%	34%
Other everyday correspondence, such as invoices, one off bills etc.	30	-	3	-	*	7	5	7	2	3	1	1	1	27
	15%	-%	15%	-%	2%	42%	14%	21%	11%	27%	4%	9%	17%	16%
Parcels and packets	20	*	-	3	1	3	7	3	-	-	1	-	1	17
	10%	3%	-%	15%	13%	16%	19%	8%	-%	-%	8%	-%	15%	10%
Advertising and promotional material, such as catalogues, brochures and direct mail	7	-	-	-	-	-	2	2	-	1	1	*	-	6
	4%	-%	-%	-%	-%	-%	6%	7%	-%	13%	7%	4%	-%	4%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	6	-	-	-	-	*	2	-	2	1	-	*	*	5
	3%	-%	-%	-%	-%	1%	6%	-%	11%	14%	-%	4%	5%	3%
Publications, such as magazines, periodicals, customer newsletters	5	-	-	-	-	-	2	-	2	-	-	1	-	4
	2%	-%	-%	-%	-%	-%	6%	-%	11%	-%	-%	9%	-%	2%
Order fulfilment (sending ordered goods to customers)	4	-	-	-	1	-	2	-	-	-	-	-	-	4
	2%	-%	-%	-%	11%	-%	6%	-%	-%	-%	-%	-%	-%	2%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	9	2	-	2	1	-	*	-	-	-	2	-	2	6
	4%	27%	-%	12%	11%	-%	*%	-%	-%	-%	15%	-%	22%	3%
											m			
None of these (DO NOT READ OUT)	7	1	-	-	-	-	2	2	-	-	*	-	-	6
	3%	20%	-%	-%	-%	-%	6%	7%	-%	-%	4%	-%	-%	4%
Don't Know (DO NOT READ OUT)	2	*	-	-	-	-	-	-	1	-	-	1	-	1
	1%	3%	-%	-%	-%	-%	-%	-%	8%	-%	-%	6%	-%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
200	*a 6	*b 18	*c 10	*d 12	*e 14	*f 20	*g 17	*h 14	*i 9	j 33	*k 25	*l 22	m 120
202	6	21	20	11	16	37	36	15	9	11	10	8	173
1	1	-	-	-	-	-	-	-	-	-	-	-	1
1%	20%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	1%

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Table 195 (continuation)

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QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		^a	^b	^c	^d	e	^f	g	a	b	^c	^d	e	a	b
Unweighted total	200	17	27	2	23	37	6	85	153	30	7	10	47	99	101
Weighted total	202	23	25	3	26	32	8	82	194	5	1	2	8	107	96
Letters	143	18	11	3	23	24	6	58	136	4	1	1	6	76	67
	71%	75%	44%	100%	87%	75%	71%	72%	70%	81%	74%	80%	80%	71%	70%
Large letters	66	4	1	-	12	16	2	31	63	1	*	1	3	45	21
	32%	16%	2%	-%	48%	50%	26%	38%	32%	23%	40%	59%	33%	42%	22%
														b	
Other everyday correspondence, such as invoices, one off bills etc.	30	4	9	-	1	4	-	12	29	*	-	*	1	17	13
	15%	18%	36%	-%	6%	12%	-%	14%	15%	10%	-%	22%	11%	16%	13%
Parcels and packets	20	-	3	-	3	4	-	10	19	1	*	-	1	17	3
	10%	-%	12%	-%	10%	12%	-%	12%	10%	11%	16%	-%	9%	16%	3%
														b	
Advertising and promotional material, such as catalogues, brochures and direct mail	7	-	1	-	-	*	-	6	7	-	-	-	-	3	4
	4%	-%	5%	-%	-%	1%	-%	7%	4%	-%	-%	-%	-%	3%	5%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	6	*	1	-	*	2	-	3	6	-	-	*	*	4	2
	3%	2%	5%	-%	2%	5%	-%	3%	3%	-%	-%	10%	2%	4%	2%
Publications, such as magazines, periodicals, customer newsletters	5	-	2	-	-	*	-	3	5	-	-	-	-	5	-
	2%	-%	7%	-%	-%	1%	-%	3%	3%	-%	-%	-%	-%	5%	-%
														b	
Order fulfilment (sending ordered goods to customers)	4	-	-	-	1	-	-	2	4	-	-	-	-	4	-
	2%	-%	-%	-%	5%	-%	-%	3%	2%	-%	-%	-%	-%	3%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	9	2	-	-	-	2	-	5	9	*	*	-	*	4	5
	4%	7%	-%	-%	-%	7%	-%	7%	5%	2%	15%	-%	4%	4%	5%
None of these (DO NOT READ OUT)	7	-	*	-	-	-	2	1	7	-	-	-	-	-	7
	3%	-%	2%	-%	-%	-%	29%	2%	3%	-%	-%	-%	-%	-%	7%
															a

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 195 (continuation)

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QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
200	*a	*b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
202	17	27	2	23	37	6	85	153	30	7	10	47	99	101
	23	25	3	26	32	8	82	194	5	1	2	8	107	96
2	-	-	-	*	*	-	1	2	*	*	-	*	*	2
1%	-%	-%	-%	1%	1%	-%	2%	1%	4%	10%	-%	4%	*%	2%
1	1	-	-	-	-	-	-	1	-	-	-	-	-	1
1%	5%	-%	-%	-%	-%	-%	-%	1%	-%	-%	-%	-%	-%	1%

Ofcom; Business Postal Tracker

Table 195 (continuation)

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Q51b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at Q51

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	200	83	10	17	8	144	56	45	99	56	87	32	30	30	8	11	-
Weighted total	202	103	14	12	6	162	40	54	108	40	107	29	29	23	7	4	-
Letters	143	66	9	8	4	114	29	43	71	29	74	21	19	17	6	2	-
	71%	64%	64%	66%	72%	70%	72%	80%	65%	72%	69%	72%	64%	76%	91%	60%	-%
Large letters	66	32	3	7	1	52	13	13	39	13	31	7	14	8	4	1	-
	32%	31%	18%	55%	10%	32%	33%	24%	36%	33%	29%	23%	47%	37%	64%	38%	-%
Other everyday correspondence, such as invoices, one off bills etc.	30	20	4	2	2	26	4	7	18	4	15	4	8	*	2	-	-
	15%	19%	27%	16%	31%	16%	10%	14%	17%	10%	14%	13%	29% d	2%	33%	-%	-%
Parcels and packets	20	13	-	1	-	14	6	4	10	6	7	3	7	1	-	2	-
	10%	13%	-%	5%	-%	9%	14%	7%	10%	14%	7%	10%	24% ad	3%	-%	55%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	7	6	-	-	-	6	1	1	5	1	4	1	2	-	-	-	-
	4%	6%	-%	-%	-%	4%	3%	1%	5%	3%	3%	4%	8%	-%	-%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	6	3	-	1	*	4	2	*	4	2	*	*	4	-	2	-	-
	3%	3%	-%	10%	3%	3%	5%	1%	4%	5%	%	1%	13% ad	-%	27%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	5	4	-	-	-	3	2	1	2	2	1	-	2	2	-	-	-
	2%	4%	-%	-%	-%	2%	4%	2%	2%	4%	1%	-%	8% a	7%	-%	-%	-%
Order fulfilment (sending ordered goods to customers)	4	4	-	-	-	4	-	1	2	-	1	-	2	-	-	-	-
	2%	4%	-%	-%	-%	2%	-%	2%	2%	-%	1%	-%	8%	-%	-%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	9	6	-	2	-	8	1	4	5	1	7	-	1	1	-	-	-
	4%	6%	-%	14%	-%	5%	2%	7%	4%	2%	6%	-%	2%	6%	-%	-%	-%
None of these (DO NOT READ OUT)	7	5	-	-	-	7	-	1	5	-	6	*	-	-	-	-	-
	3%	5%	-%	-%	-%	4%	-%	2%	5%	-%	6%	2%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	200	83	10	17	8	144	56	45	99	56	87	32	30	30	8	11	-
Weighted total	202	103	14	12	6	162	40	54	108	40	107	29	29	23	7	4	-
Don't Know (DO NOT READ OUT)	2	-	-	*	-	2	*	1	1	*	1	*	-	-	*	-	-
	1%	-%	-%	1%	-%	1%	*%	2%	1%	*%	1%	2%	-%	-%	2%	-%	-%
Refused (DO NOT READ OUT)	1	-	1	-	-	1	-	-	1	-	1	-	-	-	-	-	-
	1%	-%	9%	-%	-%	1%	-%	-%	1%	-%	1%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 195 (continuation)

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QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	83	9	2	4	5	191	9	185	15	164	35	1
Weighted total	202	89	7	3	5	194	8	186	16	164	35	3
Letters	143	56	3	*	3	135	7	131	12	117	23	3
	71%	63%	45%	60%	100%	70%	92%	70%	73%	71%	65%	100%
Large letters	66	38	2	*	1	63	2	59	7	46	19	-
	32%	43%	23%	60%	23%	33%	30%	32%	41%	28%	55%	-%
											a	
Other everyday correspondence, such as invoices, one off bills etc.	30	16	*	-	-	30	*	30	*	26	4	-
	15%	18%	7%	-%	-%	15%	2%	16%	1%	16%	11%	-%
Parcels and packets	20	12	3	*	1	19	*	17	3	14	5	-
	10%	14%	37%	-%	11%	10%	6%	9%	18%	9%	16%	-%
Advertising and promotional material, such as catalogues, brochures and direct mail	7	4	-	-	-	7	-	7	-	7	-	-
	4%	5%	-%	-%	-%	4%	-%	4%	-%	4%	-%	-%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	6	4	-	-	-	6	-	6	-	6	-	-
	3%	4%	-%	-%	-%	3%	-%	3%	-%	4%	-%	-%
Publications, such as magazines, periodicals, customer newsletters	5	2	-	-	-	5	-	3	2	3	2	-
	2%	2%	-%	-%	-%	3%	-%	2%	10%	2%	5%	-%
Order fulfilment (sending ordered goods to customers)	4	-	-	-	-	4	-	4	-	4	-	-
	2%	-%	-%	-%	-%	2%	-%	2%	-%	2%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	9	6	1	*	-	9	-	9	*	7	2	-
	4%	7%	12%	40%	-%	5%	-%	5%	1%	4%	5%	-%
None of these (DO NOT READ OUT)	7	2	-	-	-	7	-	7	-	7	-	-
	3%	3%	-%	-%	-%	3%	-%	4%	-%	4%	-%	-%
Don't Know (DO NOT READ OUT)	2	1	-	-	-	2	-	2	-	2	*	-
	1%	1%	-%	-%	-%	1%	-%	1%	-%	1%	*%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
200	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
202	83	9	2	4	5	191	9	185	15	164	35	1
	89	7	*	3	5	194	8	186	16	164	35	3
1	1	-	-	-	-	1	-	1	-	1	-	-
1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%

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Table 195 (continuation)

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Q51b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at Q51

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Unweighted total	200	110	41	47	191	128	192	84	80	43	152	56	3	44	52	193	21
Weighted total	202	119	42	38	195	120	195	88	70	40	150	50	1	54	67	193	19
Letters	143	91	28	23	139	85	139	59	49	19	105	29	1	37	51	136	13
	71%	77%	67%	61%	71%	71%	71%	67%	71%	48%	70%	57%	57%	69%	76%	70%	70%
		c			f	f	f	f	f		f						
Large letters	66	36	19	10	66	58	66	39	27	13	51	20	*	22	28	65	6
	32%	30%	46%	27%	34%	48%	34%	45%	39%	34%	34%	40%	15%	41%	41%	34%	32%
					acg												
Other everyday correspondence, such as invoices, one off bills etc.	30	17	3	10	28	15	29	9	10	9	28	7	*	10	8	29	6
	15%	15%	7%	25%	14%	12%	15%	11%	14%	23%	19%	14%	15%	18%	12%	15%	32%
				b													
Parcels and packets	20	12	2	3	20	17	20	14	5	13	15	13	-	3	6	20	5
	10%	10%	5%	8%	10%	14%	10%	15%	8%	31%	10%	25%	-%	6%	10%	10%	25%
					abcdeg							c					
Advertising and promotional material, such as catalogues, brochures and direct mail	7	2	2	2	7	7	7	3	4	1	6	1	-	3	6	7	2
	4%	2%	6%	6%	4%	6%	4%	3%	6%	3%	4%	3%	-%	5%	9%	4%	13%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	6	4	-	3	6	5	6	2	2	*	6	*	*	3	3	6	2
	3%	3%	-%	7%	3%	4%	3%	2%	3%	1%	4%	1%	15%	5%	4%	3%	13%
Publications, such as magazines, periodicals, customer newsletters	5	*	-	4	4	4	4	2	2	2	4	2	-	-	2	4	4
	2%	*%	-%	12%	2%	3%	2%	2%	2%	4%	3%	3%	-%	-%	4%	2%	22%
				ab													
Order fulfilment (sending ordered goods to customers)	4	1	-	2	4	4	4	-	-	-	4	-	-	-	2	4	2
	2%	1%	-%	6%	2%	3%	2%	-%	-%	-%	2%	-%	-%	-%	4%	2%	13%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	9	5	3	1	8	2	8	3	2	2	4	2	*	5	2	9	1
	4%	4%	6%	3%	4%	1%	4%	3%	3%	4%	3%	4%	43%	8%	2%	4%	5%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 195 (continuation)

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QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

Significance Level: 95%

Unweighted total

Weighted total

None of these (DO NOT
READ OUT)

Don't Know (DO NOT READ
OUT)

Refused (DO NOT READ
OUT)

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
200	110	41	47	191	128	192	84	80	43	152	56	3	44	52	193	21
202	119	42	38	195	120	195	88	70	40	150	50	1	54	67	193	19
7	3	-	4	7	5	7	2	*	-	7	-	-	2	2	7	-
3%	2%	-%	10% ab	3%	4%	3%	3%	1%	-%	4%	-%	-%	4%	4%	3%	-%
2	2	-	*	2	*	2	*	1	-	2	-	-	1	-	2	-
1%	2%	-%	*%	1%	*%	1%	*%	1%	-%	1%	-%	-%	1%	-%	1%	-%
1	-	1	-	1	-	1	-	1	1	1	1	-	-	-	1	-
1%	-%	3%	-%	1%	-%	1%	-%	2%	3% b	1%	3%	-%	-%	-%	1%	-%

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Table 195 (continuation)

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QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	*a	*b	c
Unweighted total	200	146	153	34	5	152	198	174	199	161	197	-	115	197	31	-	-	200
Weighted total	202	146	157	35	6	150	198	171	200	162	198	-	126	201	33	-	-	202
Letters	143	103	106	22	5	106	141	130	143	114	140	-	89	142	21	-	-	143
	71%	70%	68%	61%	76%	71%	71%	76%	71%	70%	71%	-%	71%	71%	62%	-%	-%	71%
Large letters	66	50	50	4	6	51	66	59	66	54	63	-	49	66	10	-	-	66
	32%	34%	32%	11%	97%	34% a	33%	35%	33%	33%	32%	-%	39%	33%	29%	-%	-%	32%
Other everyday correspondence, such as invoices, one off bills etc.	30	23	24	8	2	19	30	24	30	24	30	-	21	30	8	-	-	30
	15%	16%	15%	23%	27%	12%	15%	14%	15%	15%	15%	-%	17%	15%	23%	-%	-%	15%
Parcels and packets	20	14	15	5	-	14	20	20	20	20	20	-	17	20	2	-	-	20
	10%	9%	10%	15%	-%	10%	10%	11%	10%	12%	10%	-%	14%	10%	7%	-%	-%	10%
Advertising and promotional material, such as catalogues, brochures and direct mail	7	5	5	-	-	7	7	6	7	7	7	-	7	7	1	-	-	7
	4%	3%	3%	-%	-%	5%	4%	3%	4%	4%	4%	-%	5%	4%	4%	-%	-%	4%
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	6	3	6	-	2	5	6	5	6	5	6	-	3	6	-	-	-	6
	3%	2%	4%	-%	27%	3%	3%	3%	3%	3%	3%	-%	2%	3%	-%	-%	-%	3%
Publications, such as magazines, periodicals, customer newsletters	5	*	4	2	-	3	5	4	5	4	5	-	3	5	*	-	-	5
	2%	%	3%	5%	-%	2%	2%	3%	2%	3%	2%	-%	2%	2%	1%	-%	-%	2%
Order fulfilment (sending ordered goods to customers)	4	1	4	-	-	4	4	4	4	4	4	-	4	4	-	-	-	4
	2%	1%	2%	-%	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	-%	-%	-%	2%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	9	7	6	1	-	8	7	5	7	8	8	-	3	9	1	-	-	9
	4%	5%	4%	3%	-%	5%	3%	3%	3%	5%	4%	-%	3%	4%	3%	-%	-%	4%
None of these (DO NOT READ OUT)	7	7	7	-	-	7	7	2	7	2	7	-	2	7	-	-	-	7
	3%	4%	4%	-%	-%	4%	3%	1%	3%	2%	3%	-%	2%	3%	-%	-%	-%	3%
Don't Know (DO NOT READ OUT)	2	*	2	*	*	2	2	1	2	1	2	-	1	2	1	-	-	2
	1%	%	1%	%	3%	1%	1%	1%	1%	1%	1%	-%	1%	1%	4%	-%	-%	1%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 195 (continuation)

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QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ
OUT)

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
200	a 146	b 153	a 34	*b 5	c 152	a 198	b 174	c 199	d 161	e 197	*f -	a 115	b 197	c 31	*a -	*b -	c 200
202	146	157	35	6	150	198	171	200	162	198	-	126	201	33	-	-	202
1	-	1	-	-	1	1	1	1	1	1	-	-	1	-	-	-	1
1%	-%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	-%	-%	1%

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Table 195 (continuation)

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Q51b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at Q51

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	*b
Unweighted total	200	13	15	172	167	33	189	11	127	20	58	141	5	25
Weighted total	202	12	16	174	170	32	192	10	126	17	59	141	7	23
Letters	143	6	8	129	123	20	134	8	84	15	43	97	*	18
	71%	49%	49%	74%	72%	63%	70%	80%	66%	87%	73%	69%	3%	77%
Large letters	66	5	7	54	47	18	59	6	38	6	13	52	3	9
	32%	41%	45%	31%	28%	57%	31%	61%	30%	35%	23%	37%	40%	37%
						a						a		
Other everyday correspondence, such as invoices, one off bills etc.	30	3	-	27	30	*	30	-	19	3	9	22	-	3
	15%	25%	-%	16%	17%	1%	16%	-%	15%	16%	15%	15%	-%	15%
					b									
Parcels and packets	20	1	3	16	14	5	19	*	9	3	8	11	4	1
	10%	5%	19%	9%	8%	17%	10%	4%	7%	15%	14%	8%	61%	6%
Advertising and promotional material, such as catalogues, brochures and direct mail	7	-	2	5	7	-	7	-	2	2	6	1	-	-
	4%	-%	15%	3%	4%	-%	4%	-%	2%	14%	11%	1%	-%	-%
											b			
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	6	-	-	6	6	*	6	-	2	2	4	2	-	-
	3%	-%	-%	4%	3%	1%	3%	-%	1%	14%	8%	1%	-%	-%
											b			
Publications, such as magazines, periodicals, customer newsletters	5	2	-	3	5	-	5	-	2	3	3	2	-	2
	2%	14%	-%	2%	3%	-%	3%	-%	2%	17%	5%	1%	-%	7%
Order fulfilment (sending ordered goods to customers)	4	-	-	4	2	1	4	-	1	2	2	1	-	-
	2%	-%	-%	2%	1%	4%	2%	-%	1%	14%	4%	1%	-%	-%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	9	*	*	9	9	*	8	1	6	*	2	7	*	2
	4%	1%	2%	5%	5%	1%	4%	8%	4%	1%	4%	5%	2%	7%
None of these (DO NOT READ OUT)	7	-	-	7	4	2	7	-	7	-	-	7	-	-
	3%	-%	-%	4%	2%	8%	3%	-%	5%	-%	-%	5%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

Significance Level: 95%

Unweighted total

Weighted total

Don't Know (DO NOT READ OUT)

Refused (DO NOT READ OUT)

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
200	a	b	c	a	b	a	b	a	b	a	b	a	b
200	13	15	172	167	33	189	11	127	20	58	141	5	25
202	12	16	174	170	32	192	10	126	17	59	141	7	23
2	-	-	2	1	1	1	1	2	-	*	2	-	*
1%	-%	-%	1%	1%	4% a	1%	12%	1%	-%	1%	1%	-%	1%
1	-	-	1	1	-	1	-	-	1	1	-	-	-
1%	-%	-%	1%	1%	-%	1%	-%	-%	7%	2%	-%	-%	-%

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Table 195 (continuation)

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QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	a	b	c	d
Unweighted total	200	28	-	54	46	60	40
Weighted total	202	27	-	55	45	62	40
Letters	143	18	-	31	33	47	31
	71%	66%	-%	56%	73%	77%	79%
						a	a
Large letters	66	11	-	15	13	22	15
	32%	42%	-%	27%	29%	36%	39%
Other everyday correspondence, such as invoices, one off bills etc.	30	3	-	10	9	6	5
	15%	13%	-%	19%	19%	10%	12%
Parcels and packets	20	3	-	9	2	5	4
	10%	10%	-%	17%	4%	8%	10%
				b			
Advertising and promotional material, such as catalogues, brochures and direct mail	7	-	-	-	1	1	5
	4%	-%	-%	-%	3%	2%	12%
							ac
Transactional mail including - Bulk customer mailings, such as bills, statements, customer packs etc	6	-	-	1	*	2	2
	3%	-%	-%	2%	1%	4%	6%
Publications, such as magazines, periodicals, customer newsletters	5	2	-	*	*	2	2
	2%	6%	-%	1%	1%	3%	6%
Order fulfilment (sending ordered goods to customers)	4	-	-	-	-	1	2
	2%	-%	-%	-%	-%	2%	6%
Goods / business supplies / large packets ordered via lorry	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Legal / accounts documents / tax forms	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	9	2	-	3	2	3	1
	4%	6%	-%	6%	4%	6%	1%
None of these (DO NOT READ OUT)	7	-	-	4	-	-	3
	3%	-%	-%	7%	-%	-%	7%
				c			c
Don't Know (DO NOT READ OUT)	2	*	-	2	-	-	*
	1%	*%	-%	3%	-%	-%	1%
Columns Tested: a,b - a,b,c,d							

QS1b. Are there any types of mail that you send in particular that you expect to see decreased volumes in?

Base: All with decrease at QS1

Significance Level: 95%

Unweighted total

Weighted total

Refused (DO NOT READ

OUT)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	a	b	c	d
200	28	-	54	46	60	40
202	27	-	55	45	62	40
1	-	-	1	-	-	-
1%	-%	-%	2%	-%	-%	-%

QS2a. What would you say are the reasons for the expected increase?

Base: All respondents who anticipate volume of mail to increase

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Unweighted total	200	11	18	10	17	9	17	13	13	15	30	28	19	123
Weighted total	196	10	20	21	14	10	32	31	18	14	12	9	6	170
Growth of business	152	7	17	13	10	9	21	28	13	11	10	6	5	130
	77%	70%	85%	65%	71%	98%	66%	91%	72%	78%	87%	69%	85%	77%
More items being sent to existing clients	9	-	2	-	-	-	2	3	2	-	-	*	-	8
	4%	-%	8%	-%	-%	-%	8%	9%	9%	-%	-%	1%	-%	5%
Increase use of direct mail for marketing	7	1	-	2	*	1	-	*	-	-	-	2	-	5
	4%	12%	-%	12%	1%	13%	-%	1%	-%	-%	-%	20%	-%	3%
Ability to reach more customers	6	*	-	2	1	-	-	-	-	-	1	1	*	4
	3%	2%	-%	12%	9%	-%	-%	-%	-%	-%	5%	10%	7%	2%
Cheaper / Lower Prices	3	-	-	-	-	-	3	-	-	-	-	-	-	3
	1%	-%	-%	-%	-%	-%	9%	-%	-%	-%	-%	-%	-%	2%
Increase in fulfilment (fulfilling customer orders by mailing out items)	3	-	-	-	-	-	-	-	2	*	*	*	-	2
	1%	-%	-%	-%	-%	-%	-%	-%	9%	1%	4%	4%	-%	1%
Innovative services	2	-	1	-	*	-	-	-	-	-	-	*	-	1
	1%	-%	6%	-%	2%	-%	-%	-%	-%	-%	-%	4%	-%	1%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	26	2	-	5	3	*	6	2	2	3	1	1	1	22
	13%	16%	-%	24%	17%	2%	18%	8%	10%	21%	12%	17%	8%	13%

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

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Table 196 (continuation)

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QS2a. What would you say are the reasons for the expected increase?

Base: All respondents who anticipate volume of mail to increase

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	200	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	196	4	27	3	10	71	11	68	143	35	17	5	57	108	92
		6	28	2	8	63	13	71	187	5	3	1	9	110	86
Growth of business	152	4	23	2	7	49	11	50	145	4	2	1	7	87	65
	77%	78%	83%	100%	90%	78%	85%	70%	77%	80%	73%	78%	78%	79%	75%
More items being sent to existing clients	9	-	-	-	-	4	-	5	8	*	-	-	*	6	3
	4%	-%	-%	-%	-%	6%	-%	7%	4%	5%	-%	-%	3%	5%	3%
Increase use of direct mail for marketing	7	-	-	-	-	4	-	3	7	*	-	-	*	3	4
	4%	-%	-%	-%	-%	6%	-%	4%	4%	7%	-%	-%	4%	3%	5%
Ability to reach more customers	6	-	-	-	-	2	-	4	5	*	-	-	*	5	1
	3%	-%	-%	-%	-%	3%	-%	6%	3%	6%	-%	-%	3%	4%	1%
Cheaper / Lower Prices	3	-	3	-	-	*	-	-	3	-	*	-	*	-	3
	1%	-%	9%	-%	-%	*%	-%	-%	1%	-%	9%	-%	3%	-%	3%
Increase in fulfillment (fulfilling customer orders by mailing out items)	3	-	1	-	-	*	2	-	3	-	*	-	*	1	2
	1%	-%	2%	-%	-%	1%	12%	-%	1%	-%	6%	-%	2%	1%	2%
Innovative services	2	1	*	-	-	*	-	-	2	-	*	-	*	1	1
	1%	22%	1%	-%	-%	1%	-%	-%	1%	-%	7%	-%	2%	1%	1%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	26	-	4	-	1	8	*	12	25	*	*	*	1	13	12
	13%	-%	14%	-%	10%	13%	3%	18%	13%	7%	5%	36%	9%	12%	14%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS2a. What would you say are the reasons for the expected increase?

Base: All respondents who anticipate volume of mail to increase

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	*a	b	c	a	b	*c	d	*e	*f	*g
Unweighted total	200	80	13	18	10	97	103	17	80	103	60	34	26	31	18	21	2
Weighted total	196	101	11	12	3	111	85	17	94	85	81	26	30	23	16	9	*
Growth of business	152	79	5	9	1	77	74	6	71	74	59	21	25	18	13	8	*
	77%	78%	47%	75%	39%	69%	87% a	37%	75%	87% b	73%	79%	82%	78%	80%	93%	100%
More items being sent to existing clients	9	4	-	2	-	6	3	2	4	3	4	2	-	3	*	-	-
	4%	4%	-%	14%	-%	5%	3%	10%	4%	3%	5%	6%	-%	11%	1%	-%	-%
Increase use of direct mail for marketing	7	3	-	*	-	4	3	1	3	3	3	1	*	-	3	-	-
	4%	3%	-%	3%	-%	4%	4%	7%	3%	4%	4%	3%	2%	-%	17%	-%	-%
Ability to reach more customers	6	2	-	*	-	*	6	-	*	6	-	1	2	3	*	*	-
	3%	2%	-%	3%	-%	*%	6% a	-%	*%	6% b	-%	2%	6%	11% a	3%	4%	-%
Cheaper / Lower Prices	3	-	3	-	-	3	*	-	3	*	-	-	3	*	-	-	-
	1%	-%	22%	-%	-%	2%	*%	-%	3%	*%	-%	-%	8%	1%	-%	-%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	3	-	*	*	2	2	1	2	-	1	2	*	-	*	-	*	-
	1%	-%	4%	3%	56%	1%	1%	10%	-%	1%	2%	2%	-%	1%	-%	5%	-%
Innovative services	2	1	-	*	-	1	1	1	-	1	1	1	-	-	-	-	-
	1%	1%	-%	3%	-%	1%	1%	7%	-%	1%	2%	2%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	26	15	3	2	*	23	3	5	18	3	14	3	3	2	*	*	-
	13%	15%	27%	15%	5%	21% b	3%	29%	19% c	3%	17%	13%	10%	9%	1%	2%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS2a. What would you say are the reasons for the expected increase?

Base: All respondents who anticipate volume of mail to increase

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	200	77	22	18	16	15	164	35	154	45	115	71	13
Weighted total	196	75	21	19	21	10	163	32	151	44	104	84	7
Growth of business	152	49	18	17	20	9	121	29	113	38	79	66	4
	77%	65%	88%	87%	93%	96%	74%	91% a	75%	85%	76%	79%	65%
More items being sent to existing clients	9	4	-	3	-	-	9	-	8	*	8	*	-
	4%	6%	-%	13%	-%	-%	5%	-%	6%	*%	8% b	*%	-%
Increase use of direct mail for marketing	7	2	*	1	-	-	6	1	5	2	5	2	-
	4%	2%	2%	7%	-%	-%	4%	4%	3%	4%	5%	2%	-%
Ability to reach more customers	6	5	*	-	-	-	5	*	5	1	4	1	*
	3%	7%	2%	-%	-%	-%	3%	1%	3%	2%	4%	1%	6%
Cheaper / Lower Prices	3	3	-	-	-	*	3	-	3	-	*	3	-
	1%	3%	-%	-%	-%	3%	2%	-%	2%	-%	*%	3%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	3	-	1	-	-	*	3	*	2	1	2	1	-
	1%	-%	4%	-%	-%	2%	2%	1%	1%	1%	2%	1%	-%
Innovative services	2	-	1	-	-	-	2	*	1	1	1	1	-
	1%	-%	3%	-%	-%	-%	1%	1%	1%	1%	1%	1%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	26	16	4	-	1	*	23	2	20	6	11	13	2
	13%	21%	21%	-%	7%	5%	14%	7%	13%	13%	10%	16%	29%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QS2a. What would you say are the reasons for the expected increase?**Base: All respondents who anticipate volume of mail to increase**

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	^b b	c	a	b	c
Unweighted total	200	60	50	90	178	145	185	131	87	68	136	104	4	40	98	190	36
Weighted total	196	60	50	87	166	130	177	127	67	71	117	107	4	36	92	182	28
Growth of business	152	38	39	74	126	99	137	104	54	58	95	87	4	23	70	144	25
	77%	64%	79%	86%	76%	76%	78%	82%	80%	83%	82%	81%	100%	63%	77%	79%	91%
More items being sent to existing clients	9	2	4	3	9	6	9	4	3	2	3	2	-	5	2	7	-
	4%	3%	9%	3%	5%	5%	5%	3%	4%	3%	2%	2%	-%	14%	2%	4%	-%
Increase use of direct mail for marketing	7	1	3	3	7	7	7	3	4	1	3	2	-	1	2	7	-
	4%	2%	7%	3%	4%	5%	4%	3%	7%	1%	3%	2%	-%	3%	2%	4%	-%
Ability to reach more customers	6	3	1	2	6	5	6	6	1	2	3	5	-	1	5	6	*
	3%	5%	2%	2%	3%	4%	3%	4%	1%	3%	3%	4%	-%	3%	5%	3%	1%
Cheaper / Lower Prices	3	3	*	-	3	*	3	*	*	3	3	3	-	-	-	3	-
	1%	4%	1%	-%	2%	%	2%	%	%	4%	2%	3%	-%	-%	-%	2%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	3	2	1	-	3	1	3	1	1	1	1	1	-	-	1	3	*
	1%	3%	2%	-%	2%	%	2%	1%	1%	1%	1%	1%	-%	-%	1%	1%	1%
Innovative services	2	1	1	-	2	1	2	1	*	1	2	1	-	-	1	2	*
	1%	2%	1%	-%	1%	1%	1%	%	%	1%	1%	1%	-%	-%	1%	1%	1%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	26	14	2	10	21	18	21	17	5	8	12	16	*	6	16	21	5
	13%	23%	4%	12%	12%	14%	12%	14%	7%	12%	11%	15%	2%	18%	17%	11%	16%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS2a. What would you say are the reasons for the expected increase?

Base: All respondents who anticipate volume of mail to increase

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	*a	*b	c	a	b	c	d	e	*f	a	b	c	a	*b	*c
Unweighted total	200	148	120	19	6	160	197	176	197	172	197	-	116	193	38	200	-	-
Weighted total	196	141	128	21	5	163	191	162	191	166	194	-	108	188	34	196	-	-
Growth of business	152	105	104	15	5	126	146	122	146	126	149	-	83	146	27	152	-	-
	77%	75%	81%	73%	100%	77%	77%	75%	77%	76%	77%	-%	77%	78%	78%	77%	-%	-%
More items being sent to existing clients	9	7	7	-	-	9	9	9	9	9	9	-	6	9	-	9	-	-
	4%	5%	5%	-%	-%	5%	4%	5%	4%	5%	4%	-%	6%	5%	-%	4%	-%	-%
Increase use of direct mail for marketing	7	7	5	-	-	7	7	7	7	7	7	-	3	5	-	7	-	-
	4%	5%	4%	-%	-%	4%	4%	4%	4%	4%	4%	-%	3%	2%	-%	4%	-%	-%
Ability to reach more customers	6	5	3	-	-	5	6	6	6	3	6	-	5	6	*	6	-	-
	3%	4%	2%	-%	-%	3%	3%	4%	3%	2%	3%	-%	4%	3%	1%	3%	-%	-%
Cheaper / Lower Prices	3	3	-	-	-	3	3	3	3	*	3	-	-	3	-	3	-	-
	1%	2%	-%	-%	-%	2%	1%	2%	1%	1%	1%	-%	-%	1%	-%	1%	-%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	3	2	1	*	-	2	3	3	3	3	3	-	*	3	*	3	-	-
	1%	2%	1%	2%	-%	1%	1%	2%	1%	2%	1%	-%	1%	1%	1%	1%	-%	-%
Innovative services	2	2	1	-	-	2	2	2	2	2	2	-	1	2	-	2	-	-
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	-%	1%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	26	20	13	5	-	18	26	21	26	21	26	-	14	25	7	26	-	-
	13%	14%	10%	25%	-%	11%	13%	13%	13%	13%	13%	-%	13%	13%	21%	13%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS2a. What would you say are the reasons for the expected increase?

Base: All respondents who anticipate volume of mail to increase

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	b	a	*b	a	*b	a	b	*a	b
Unweighted total	200	40	33	125	124	76	195	5	145	11	49	137	18	62
Weighted total	196	45	28	121	115	82	190	6	149	10	51	137	20	69
Growth of business	152	36	20	96	95	56	147	5	113	9	40	105	15	54
	77%	79%	70%	79%	83% b	69%	77%	78%	76%	88%	79%	77%	76%	78%
More items being sent to existing clients	9	-	-	9	2	7	9	-	8	-	-	9	-	*
	4%	-%	-%	7%	2%	8% a	5%	-%	6%	-%	-%	6%	-%	*%
Increase use of direct mail for marketing	7	3	-	4	2	5	7	-	7	-	2	5	*	2
	4%	6%	-%	4%	2%	6%	4%	-%	5%	-%	4%	4%	2%	2%
Ability to reach more customers	6	2	*	3	1	4	6	-	2	-	3	2	*	1
	3%	5%	*%	3%	1%	5%	3%	-%	2%	-%	6%	2%	2%	1%
Cheaper / Lower Prices	3	-	3	*	-	3	3	-	3	-	*	3	3	-
	1%	-%	9% c	*%	-%	3% a	1%	-%	2%	-%	1%	2%	13%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	3	1	-	*	3	-	3	-	3	-	1	2	1	*
	1%	1%	-%	*%	2%	-%	1%	-%	2%	-%	2%	1%	4%	*%
Innovative services	2	*	-	1	2	-	2	-	2	-	2	-	*	*
	1%	1%	-%	1%	2%	-%	1%	-%	1%	-%	4% b	-%	2%	*%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other (PLEASE SPECIFY)	26	7	6	13	16	9	24	1	17	2	8	16	2	13
	13%	14%	23%	10%	14%	11%	13%	22%	12%	16%	15%	12%	8%	19%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS2a. What would you say are the reasons for the expected increase?

Base: All respondents who anticipate volume of mail to increase

Significance Level: 95%

Unweighted total

Weighted total

Growth of business

More items being sent to
existing clients

Increase use of direct
mail for marketing

Ability to reach more
customers

Cheaper / Lower Prices

Increase in fulfilment
(fulfilling customer
orders by mailing out
items)

Innovative services

Better quality

Because of the recession

Other (PLEASE SPECIFY)

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
200	69	2	37	51	54	58
196	79	2	36	56	49	55
152	66	-	27	41	39	45
77%	85%	-%	75%	74%	79%	81%
9	*	-	2	3	*	3
4%	*%	-%	7%	5%	*%	6%
7	2	-	2	*	1	4
4%	3%	-%	5%	1%	3%	6%
6	1	-	3	1	2	-
3%	2%	-%	8%	1%	4%	-%
			d			
3	-	-	-	3	-	-
1%	-%	-%	-%	5%	-%	-%
3	*	*	*	*	2	*
1%	1%	22%	1%	1%	3%	*%
2	1	-	1	1	-	-
1%	1%	-%	3%	1%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
26	11	2	6	9	7	4
13%	14%	78%	16%	16%	14%	7%

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	10	-	-	1	-	1	-	2	-	-	2	4	-	4
Weighted total	8	-	-	2	-	1	-	3	-	-	1	1	-	6
Growth of business	3	-	-	2	-	-	-	-	-	-	*	1	-	2
	41%	-%	-%	100%	-%	-%	-%	-%	-%	-%	47%	54%	-%	39%
Increase use of direct mail for marketing	1	-	-	-	-	1	-	*	-	-	-	-	-	1
	17%	-%	-%	-%	-%	100%	-%	6%	-%	-%	-%	-%	-%	23%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	5%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	37%	-%	-%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to reach more customers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	3	-	-	-	-	-	-	2	-	-	*	*	-	2
	36%	-%	-%	-%	-%	-%	-%	94%	-%	-%	53%	9%	-%	39%

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

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Table 197 (continuation)

Page 1753

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	10	a	b	c	d	e	f	g	a	b	c	d	e	a	b
Weighted total	8	-	1	-	-	6	-	3	7	2	-	1	3	4	6
Growth of business	3	-	2	-	-	3	-	3	8	*	-	*	*	3	5
	41%	-%	-%	-%	-%	16%	-%	100%	3	-	-	*	*	2	1
									42%	-%	-%	100%	30%	72%	20%
Increase use of direct mail for marketing	1	-	-	-	-	1	-	-	1	*	-	-	*	-	1
	17%	-%	-%	-%	-%	50%	-%	-%	16%	62%	-%	-%	44%	-%	29%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	-	-	*	-	-	*	-	-	-	-	*	-
	5%	-%	-%	-%	-%	14%	-%	-%	5%	-%	-%	-%	-%	12%	-%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to reach more customers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	3	-	2	-	-	1	-	-	3	*	-	-	*	1	2
	36%	-%	100%	-%	-%	19%	-%	-%	37%	38%	-%	-%	26%	16%	50%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 197 (continuation)

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QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g
Unweighted total	10	3	-	2	-	4	6	-	4	6	2	2	1	2	2	1	-
Weighted total	8	4	-	1	-	4	4	-	4	4	2	1	2	3	*	*	-
Growth of business	3	*	-	-	-	*	3	-	*	3	-	*	-	2	*	*	-
	41%	11%	-%	-%	-%	11%	74%	-%	11%	74%	-%	54%	-%	96%	41%	100%	-%
Increase use of direct mail for marketing	1	1	-	-	-	1	*	-	1	*	1	-	-	-	*	-	-
	17%	30%	-%	-%	-%	30%	4%	-%	30%	4%	73%	-%	-%	-%	59%	-%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	-	*	-	-	*	-	-	*	-	*	-	-	-	-	-
	5%	-%	-%	47%	-%	-%	10%	-%	-%	10%	-%	46%	-%	-%	-%	-%	-%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to reach more customers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	3	2	-	*	-	3	*	-	3	*	*	-	2	*	-	-	-
	36%	58%	-%	53%	-%	59%	11%	-%	59%	11%	27%	-%	100%	4%	-%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		*a	*b	*c	*d	*e	*a	*b	*a	*b	*a	*b	*c
Unweighted total	10	4	2	2	-	1	9	1	7	3	7	3	-
Weighted total	8	3	3	1	-	*	7	1	6	2	6	2	-
Growth of business	3	3	-	-	-	-	3	-	3	-	3	-	-
	41%	97%	-%	-%	-%	-%	49%	-%	53%	-%	53%	-%	-%
Increase use of direct mail for marketing	1	-	-	1	-	-	*	1	-	1	-	1	-
	17%	-%	-%	100%	-%	-%	2%	100%	-%	78%	-%	78%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	*	-	-	-	*	-	-	*	-	*	-
	5%	-%	14%	-%	-%	-%	6%	-%	-%	22%	-%	22%	-%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to reach more customers	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	3	*	2	-	-	*	3	-	3	-	3	-	-
	36%	3%	86%	-%	-%	100%	43%	-%	47%	-%	47%	-%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%																	
Unweighted total	10	2	4	4	10	9	10	9	3	5	6	7	1	1	5	10	2
Weighted total	8	3	1	4	8	8	8	8	1	4	4	8	*	*	4	8	3
Growth of business	3	3	*	*	3	3	3	3	*	-	1	3	-	*	2	3	-
	41%	100%	38%	3%	41%	44%	41%	41%	60%	-%	14%	38%	-%	100%	68%	41%	-%
Increase use of direct mail for marketing	1	-	*	1	1	1	1	1	*	*	*	1	-	-	*	1	-
	17%	-%	16%	30%	17%	18%	17%	18%	25%	5%	5%	19%	-%	-%	5%	17%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	-	*	-	*	-	*	*	-	*	*	*	-	-	*	*	-
	5%	-%	38%	-%	5%	-%	5%	5%	-%	11%	11%	5%	-%	-%	11%	5%	-%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to reach more customers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	3	-	*	3	3	3	3	3	*	3	3	3	*	-	1	3	3
	36%	-%	9%	68%	36%	38%	36%	37%	15%	84%	70%	38%	100%	-%	16%	36%	100%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	10	9	5	1	-	9	10	10	10	8	10	-	7	10	1	10	-	-
Weighted total	8	8	5	*	-	8	8	8	8	3	8	-	5	8	*	8	-	-
Growth of business	3	3	3	*	-	3	3	3	3	1	3	-	3	3	-	3	-	-
	41%	42%	54%	100%	-%	41%	41%	41%	29%	41%	-%		62%	41%	-%	41%	-%	-%
Increase use of direct mail for marketing	1	1	-	-	-	1	1	1	1	1	1	-	1	1	-	1	-	-
	17%	18%	-%	-%	-%	18%	17%	17%	17%	42%	17%	-%	27%	17%	-%	17%	-%	-%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	-	-	-	*	*	*	*	*	*	-	-	*	-	*	-	-
	5%	5%	-%	-%	-%	5%	5%	5%	5%	12%	5%	-%	-%	5%	-%	5%	-%	-%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to reach more customers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	3	3	3	-	-	3	3	3	3	1	3	-	1	3	*	3	-	-
	36%	36%	46%	-%	-%	37%	36%	36%	36%	17%	36%	-%	11%	36%	100%	36%	-%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	*a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	10	2	1	6	8	2	10	-	6	1	3	7	1	2
Weighted total	8	2	*	6	5	3	8	-	5	*	3	5	*	1
Growth of business	3	-	-	3	1	3	3	-	1	-	2	1	-	-
	41%	-%	-%	57%	10%	100%	41%	-%	12%	-%	74%	20%	-%	-%
Increase use of direct mail for marketing	1	1	-	*	1	-	1	-	1	-	-	1	-	1
	17%	76%	-%	3%	27%	-%	17%	-%	26%	-%	-%	29%	-%	100%
Increase in fulfilment (fulfilling customer orders by mailing out items)	*	*	-	-	*	-	*	-	*	-	*	-	*	-
	5%	24%	-%	-%	7%	-%	5%	-%	8%	-%	12%	-%	100%	-%
Cheaper / Lower Prices	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Better quality	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Innovative services	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Ability to reach more customers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
More items being sent to existing clients	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS2a other	3	-	*	2	3	-	3	-	3	*	*	3	-	-
	36%	-%	100%	40%	56%	-%	36%	-%	53%	100%	14%	51%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 197 (continuation)

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QS2b. What is the main reason for the expected increase in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an increase in volume

Significance Level: 95%

Unweighted total

Weighted total

Growth of business

Increase use of direct

mail for marketing

Increase in fulfilment

(fulfilling customer

orders by mailing out

items)

Cheaper / Lower Prices

Better quality

Innovative services

Ability to reach more

customers

More items being sent to

existing clients

Because of the recession

QS2a other

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
10	3	-	4	3	2	1
8	2	-	5	1	1	*
3	-	-	3	*	-	*
41%	-%	-%	47%	44%	-%	100%
1	1	-	-	-	1	-
17%	78%	-%	-%	-%	100%	-%
*	*	-	-	*	-	-
5%	22%	-%	-%	44%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
3	-	-	3	*	-	-
36%	-%	-%	53%	11%	-%	-%

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Table 198

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QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	200	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
Weighted total	202	6	18	10	12	14	20	17	14	9	33	25	22	120
		6	21	20	11	16	37	36	15	9	11	10	8	173
Increase use of emailing services	99	3	12	8	4	11	17	21	7	6	3	4	4	89
	49%	50%	55%	41%	38%	68%	45%	59%	46%	59%	23%	45%	44%	51% j
Use of new/digital communication methods	46	-	3	12	4	3	8	5	*	4	4	1	1	39
	23%	-%	16%	58%	37%	16%	22%	14%	1%	44%	33%	13%	17%	23%
Postal costs	43	2	4	-	1	5	5	10	8	*	2	2	2	36
	21%	27%	20%	-%	13%	33%	13%	28%	54%	2%	21%	22%	23%	21%
Retirement / closing the business	13	-	1	-	3	-	2	3	1	-	1	1	*	10
	6%	-%	6%	-%	23%	-%	6%	9%	8%	-%	8%	13%	5%	6%
Electronic technology is more reliable / faster	12	-	1	3	-	-	3	2	3	-	-	-	-	12
	6%	-%	6%	14%	-%	-%	7%	7%	21%	-%	-%	-%	-%	7%
Downsizing the company	10	1	-	-	1	-	2	2	-	-	1	1	*	8
	5%	23%	-%	-%	11%	-%	6%	7%	-%	-%	9%	6%	6%	4%
Increase use of social media	6	-	2	-	*	-	3	-	-	2	-	*	-	6
	3%	-%	8%	-%	1%	-%	7%	-%	-%	17%	-%	4%	-%	3%
Security concerns	3	-	-	-	*	-	3	-	-	-	-	-	-	3
	1%	-%	-%	-%	2%	-%	7%	-%	-%	-%	-%	-%	-%	2%
Less effective than other communications media	2	-	-	-	*	-	-	-	*	1	-	-	-	2
	1%	-%	-%	-%	2%	-%	-%	-%	1%	14%	-%	-%	-%	1%
Environmental costs	1	-	-	-	-	-	-	*	-	-	*	*	-	*
	1%	-%	-%	-%	-%	-%	-%	1%	-%	-%	4%	5%	-%	*%
More BACS payments	1	-	-	-	*	-	-	-	-	-	-	-	*	*
	*%	-%	-%	-%	2%	-%	-%	-%	-%	-%	-%	-%	6%	*%
Because of the recession	*	-	-	-	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	-%
Poor customer service /unreliable service	*	-	-	-	-	-	-	-	-	-	-	*	-	-
	*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	2	2	-	-	3	-	*	-	-	2	1	-	6
	4%	30%	8%	-%	-%	16%	-%	1%	-%	-%	15% m	5%	-%	4%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

Significance Level: 95%

Unweighted total

Weighted total

Don't Know

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
200	*a	*b	*c	*d	*e	*f	*g	*h	*i	j	*k	*l	m
202	6	18	10	12	14	20	17	14	9	33	25	22	120
	6	21	20	11	16	37	36	15	9	11	10	8	173
*	-	-	-	-	-	-	-	-	-	-	*	-	-
*%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	5%	-%	-%

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Table 198 (continuation)

Page 1762

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%															
Unweighted total	200	^a 17	^b 27	^c 2	^d 23	^e 37	^f 6	^g 85	^a 153	^b 30	^c 7	^d 10	^e 47	^a 99	^b 101
Weighted total	202	23	25	3	26	32	8	82	194	5	1	2	8	107	96
Increase use of emailing services	99 49%	16 69%	11 45%	3 100%	18 71%	17 53%	3 30%	31 39%	95 49%	3 60%	1 49%	1 83%	5 63%	50 47%	50 52%
Use of new/digital communication methods	46 23%	3 11%	5 19%	- -%	5 21%	9 28%	1 7%	23 28%	44 23%	1 17%	* 39%	* 16%	2 20%	33 31% b	12 13%
Postal costs	43 21%	8 34%	7 29%	- -%	3 11%	7 22%	- -%	18 22%	41 21%	1 20%	- -%	* 13%	1 16%	17 16%	26 27%
Retirement / closing the business	13 6%	* 2%	* 2%	- -%	4 17%	1 3%	1 15%	6 7%	13 7%	- -%	- -%	- -%	- -%	8 7%	5 5%
Electronic technology is more reliable / faster	12 6%	- -%	- -%	- -%	- -%	1 4%	- -%	11 13%	12 6%	* 5%	- -%	- -%	* 3%	8 8%	4 4%
Downsizing the company	10 5%	- -%	* 2%	- -%	- -%	1 3%	2 29%	3 4%	9 5%	* 8%	- -%	- -%	* 5%	2 2%	7 8%
Increase use of social media	6 3%	* 2%	- -%	- -%	1 6%	- -%	2 19%	3 3%	6 3%	* 3%	- -%	* 10%	* 4%	6 6% b	* %
Security concerns	3 1%	- -%	- -%	- -%	* 1%	- -%	- -%	3 3%	3 1%	* 4%	- -%	- -%	* 3%	3 3%	- -%
Less effective than other communications media	2 1%	- -%	1 6%	- -%	- -%	- -%	- -%	* %	1 1%	- -%	* 16%	* 11%	* 4%	* %	1 1%
Environmental costs	1 1%	- -%	- -%	- -%	- -%	* 1%	- -%	1 1%	1 %	* 7%	- -%	- -%	* 5%	1 1%	* %
More BACS payments	1 *%	* 2%	- -%	- -%	* 1%	- -%	- -%	- -%	* *%	* 4%	- -%	- -%	* 3%	* *%	* *%
Because of the recession	* *%	- -%	- -%	- -%	- -%	- -%	- -%	* 1%	* *%	- -%	- -%	- -%	- -%	- -%	* *%
Poor customer service /unreliable service	* *%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	- -%	- -%	* *%	- -%
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Relocation of staff / company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
200	*a	*b	*c	*d	e	*f	g	a	b	*c	*d	e	a	b
202	17	27	2	23	37	6	85	153	30	7	10	47	99	101
	23	25	3	26	32	8	82	194	5	1	2	8	107	96
9	2	*	-	*	2	-	4	8	1	*	-	1	4	4
4%	9%	2%	-%	2%	5%	-%	5%	4%	11%	10%	-%	8%	4%	4%
*	-	-	-	-	*	-	-	*	-	-	-	-	-	*
*%	-%	-%	-%	-%	1%	-%	-%	*%	-%	-%	-%	-%	-%	*%

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Table 198 (continuation)

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QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	200	83	10	17	8	144	56	45	99	56	87	32	30	30	8	11	-
Weighted total	202	103	14	12	6	162	40	54	108	40	107	29	29	23	7	4	-
Increase use of emailing services	99 49%	49 48%	10 75%	5 42%	4 68%	79 49%	20 51%	24 45%	55 51%	20 51%	52 48%	15 50%	14 47%	14 62%	3 37%	3 72%	- -%
Use of new/digital communication methods	46 23%	20 20%	1 9%	4 28%	* 7%	41 25% b	5 12%	14 25%	27 25%	5 12%	24 23%	8 28%	7 23%	2 9%	- -%	1 28%	- -%
Postal costs	43 21%	25 24%	2 12%	2 14%	3 55%	30 19%	12 30%	10 18%	21 19%	12 30%	22 21%	5 18%	6 20%	3 15%	4 63%	1 40%	- -%
Retirement / closing the business	13 6%	5 5%	- -%	- -%	- -%	12 7%	1 3%	5 10%	6 6%	1 3%	7 7%	2 6%	3 10%	1 6%	- -%	- -%	- -%
Electronic technology is more reliable / faster	12 6%	6 6%	2 12%	- -%	- -%	10 6%	2 5%	- -%	10 9% a	2 5%	5 5%	2 5%	4 13%	* 1%	2 24%	- -%	- -%
Downsizing the company	10 5%	5 5%	* 1%	* 4%	- -%	7 4%	2 6%	2 3%	6 5%	2 6%	7 7%	1 2%	* %	1 6%	- -%	- -%	- -%
Increase use of social media	6 3%	4 4%	- -%	- -%	* 3%	3 2%	3 7%	* 1%	3 3%	3 7%	3 3%	- -%	- -%	* 1%	3 37%	* 4%	- -%
Security concerns	3 1%	- -%	- -%	* 2%	- -%	* %	3 6% a	- -%	* %	3 6% b	* %	- -%	- -%	- -%	3 37%	- -%	- -%
Less effective than other communications media	2 1%	- -%	- -%	1 12%	- -%	1 1%	* 1%	- -%	1 1%	* 1%	- -%	- -%	1 4%	- -%	- -%	* 10%	- -%
Environmental costs	1 1%	- -%	- -%	- -%	- -%	1 1%	* 1%	- -%	1 1%	* 1%	* %	* 2%	- -%	- -%	- -%	* 10%	- -%
More BACS payments	1 *%	* *%	- -%	* 2%	- -%	1 *%	- -%	* 1%	* *%	- -%	1 1%	- -%	- -%	- -%	- -%	- -%	- -%
Because of the recession	* *%	- -%	- -%	- -%	- -%	* *%	- -%	- -%	* *%	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%
Poor customer service /unreliable service	* *%	* *%	- -%	- -%	- -%	- -%	* 1%	- -%	- -%	* 1%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Relocation of staff / company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	9 4%	1 1%	2 12%	2 14%	- -%	8 5%	1 2%	5 10%	3 2%	1 2%	6 5%	* 2%	2 6%	* 1%	* 2%	* 10%	- -%

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

Significance Level: 95%

Unweighted total

Weighted total

Don't Know

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
	£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
	a	*b	*c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
200	83	10	17	8	144	56	45	99	56	87	32	30	30	8	11	-
202	103	14	12	6	162	40	54	108	40	107	29	29	23	7	4	-
*	-	-	-	-	*	-	-	*	-	-	*	-	-	-	-	-
*%	-%	-%	-%	-%	*%	-%	-%	*%	-%	-%	2%	-%	-%	-%	-%	-%

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Table 198 (continuation)

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QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
Unweighted total	200	83	9	2	4	5	191	9	185	15	164	35	1
Weighted total	202	89	7	*	3	5	194	8	186	16	164	35	3
Increase use of emailing services	99	36	4	-	3	1	96	4	91	8	84	16	-
	49%	40%	51%	-%	92%	27%	49%	48%	49%	51%	51%	45%	-%
Use of new/digital communication methods	46	24	*	*	*	3	42	3	40	6	37	6	3
	23%	27%	2%	60%	8%	60%	22%	41%	21%	37%	22%	17%	100%
Postal costs	43	26	3	*	-	-	40	2	39	3	32	10	-
	21%	30%	40%	40%	-%	-%	21%	27%	21%	21%	20%	30%	-%
Retirement / closing the business	13	*	-	-	-	-	13	-	13	-	11	2	-
	6%	1%	-%	-%	-%	-%	7%	-%	7%	-%	7%	5%	-%
Electronic technology is more reliable / faster	12	8	-	-	-	-	12	-	12	-	10	3	-
	6%	9%	-%	-%	-%	-%	6%	-%	7%	-%	6%	7%	-%
Downsizing the company	10	3	1	-	-	*	9	*	10	-	9	1	-
	5%	3%	9%	-%	-%	9%	5%	6%	5%	-%	5%	2%	-%
Increase use of social media	6	4	*	-	-	-	6	-	6	-	5	2	-
	3%	5%	2%	-%	-%	-%	3%	-%	3%	-%	3%	5%	-%
Security concerns	3	3	-	-	-	-	3	-	3	-	3	-	-
	1%	3%	-%	-%	-%	-%	1%	-%	1%	-%	2%	-%	-%
Less effective than other communications media	2	1	-	-	-	*	2	-	1	*	1	*	-
	1%	2%	-%	-%	-%	3%	1%	-%	1%	1%	1%	*%	-%
Environmental costs	1	*	-	-	*	-	1	-	1	*	1	*	-
	1%	*%	-%	-%	11%	-%	1%	-%	*%	2%	1%	1%	-%
More BACS payments	1	-	-	-	-	-	1	-	1	-	1	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Because of the recession	*	-	-	-	-	-	*	-	*	-	*	-	-
	*%	-%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Poor customer service /unreliable service	*	*	-	-	-	-	*	-	*	-	*	-	-
	*%	1%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	3	*	-	*	-	9	-	8	*	5	4	-
	4%	4%	3%	-%	11%	-%	4%	-%	4%	2%	3%	11% a	-%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

Significance Level: 95%

Unweighted total

Weighted total

Don't Know

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	*b	*c	*d	*e	a	*b	a	*b	a	b	*c
200	83	9	2	4	5	191	9	185	15	164	35	1
202	89	7	*	3	5	194	8	186	16	164	35	3
*	*	-	-	-	-	*	-	*	-	*	-	-
*%	1%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%

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Table 198 (continuation)

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QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	*c
Significance Level: 95%	200	110	41	47	191	128	192	84	80	43	152	56	3	44	52	193	21
Unweighted total	202	119	42	38	195	120	195	88	70	40	150	50	1	54	67	193	19
Weighted total																	
Increase use of emailing services	99	59	20	20	98	55	98	34	28	21	77	25	*	18	36	95	11
	49%	50%	47%	53%	50%	46%	50%	39%	41%	53%	51%	50%	15%	34%	54%	49%	59%
Use of new/digital communication methods	46	35	7	3	42	27	42	28	18	3	26	10	*	17	14	42	*
	23%	29%	17%	8%	21%	22%	21%	32%	25%	9%	17%	21%	43%	32%	21%	22%	3%
		c				f		fg	f								
Postal costs	43	22	10	8	42	30	42	23	20	14	34	13	-	16	8	42	7
	21%	19%	25%	20%	21%	25%	21%	26%	29%	35%	23%	26%	-%	30%	11%	22%	36%
Retirement / closing the business	13	5	4	4	13	9	13	*	2	-	11	-	-	*	7	13	7
	6%	4%	10%	11%	6%	8%	6%	1%	3%	-%	8%	-%	-%	1%	10%	7%	36%
					d	d	d				d						
Electronic technology is more reliable / faster	12	2	9	2	12	8	12	6	7	3	8	3	-	5	9	12	-
	6%	2%	21%	4%	6%	7%	6%	7%	9%	6%	6%	6%	-%	10%	13%	6%	-%
			ac														
Downsizing the company	10	3	1	5	9	6	9	4	1	2	8	2	-	2	4	9	1
	5%	3%	3%	13%	4%	5%	4%	5%	1%	4%	5%	3%	-%	4%	5%	5%	3%
				a													
Increase use of social media	6	-	4	2	6	6	6	4	2	*	4	*	-	4	6	6	-
	3%	-%	10%	5%	3%	5%	3%	5%	3%	*%	3%	*%	-%	8%	9%	3%	-%
			a	a										a			
Security concerns	3	*	3	-	3	3	3	3	-	-	*	-	-	3	3	3	-
	1%	*%	6%	-%	1%	2%	1%	3%	-%	-%	*%	-%	-%	5%	4%	1%	-%
			a														
Less effective than other communications media	2	1	*	-	2	*	2	*	*	*	2	*	-	1	*	2	*
	1%	1%	1%	-%	1%	*%	1%	*%	*%	*%	1%	*%	-%	3%	*%	1%	1%
Environmental costs	1	1	-	-	1	1	1	1	1	*	1	1	-	-	*	1	-
	1%	1%	-%	-%	1%	1%	1%	1%	2%	1%	1%	2%	-%	-%	1%	1%	-%
More BACS payments	1	1	-	-	1	1	1	-	*	-	1	-	-	-	-	1	-
	*%	1%	-%	-%	*%	1%	*%	-%	1%	-%	*%	-%	-%	-%	-%	*%	-%
Because of the recession	*	-	-	*	*	*	*	-	-	-	-	-	-	-	-	*	-
	*%	-%	-%	1%	*%	*%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%	-%
Poor customer service /unreliable service	*	-	*	-	*	*	*	*	-	*	*	-	*	-	-	*	-
	*%	-%	1%	-%	*%	*%	*%	1%	-%	1%	*%	-%	42%	-%	-%	*%	-%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	Role of mail services			Types of mail sent regularly						Use of parcels			Types of service used			
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	200	110	41	47	191	128	192	84	80	43	152	56	3	44	52	193	21
Weighted total	202	119	42	38	195	120	195	88	70	40	150	50	1	54	67	193	19
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	9	8	1	*	9	6	9	1	3	1	8	1	-	3	1	9	*
	4%	6%	2%	*%	4%	5%	4%	2%	5%	2%	5%	2%	-%	6%	2%	4%	1%
Don't Know	*	*	-	-	*	-	*	-	*	-	-	-	-	*	-	*	-
	*%	*%	-%	-%	*%	-%	*%	-%	1%	-%	-%	-%	-%	1%	-%	*%	-%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	*a	*b	c
Unweighted total	200	146	153	34	5	152	198	174	199	161	197	-	115	197	31	-	-	200
Weighted total	202	146	157	35	6	150	198	171	200	162	198	-	126	201	33	-	-	202
Increase use of emailing services	99 49%	74 51%	70 45%	13 38%	3 51%	76 51%	99 50%	93 54%	99 50%	84 52%	99 50%	-	61 48%	99 49%	22 67%	-	-	99 49%
Use of new/digital communication methods	46 23%	34 23%	34 22%	6 17%	3 42%	34 23%	43 22%	35 21%	43 22%	36 22%	43 22%	-	27 21% c	45 22% c	1 3%	-	-	46 23%
Postal costs	43 21%	26 18%	38 24%	16 46% c	* 7%	24 16%	41 21%	38 22%	43 21%	38 23%	43 22%	-	32 25%	43 21%	9 26%	-	-	43 21%
Retirement / closing the business	13 6%	9 6%	8 5%	2 5%	- -%	11 8%	13 7%	11 6%	13 7%	10 6%	12 6%	-	10 8%	13 6%	5 14%	-	-	13 6%
Electronic technology is more reliable / faster	12 6%	9 6%	12 8%	2 4%	- -%	11 7%	12 6%	8 5%	12 6%	11 7%	12 6%	-	9 7%	12 6%	5 15%	-	-	12 6%
Downsizing the company	10 5%	8 5%	8 5%	* %	- -%	9 6%	10 5%	5 3%	10 5%	5 3%	10 5%	-	4 3%	10 5%	1 3%	-	-	10 5%
Increase use of social media	6 3%	3 2%	5 3%	2 5%	- -%	5 3%	6 3%	6 4%	6 3%	4 2%	6 3%	-	4 3%	6 3%	- -%	-	-	6 3%
Security concerns	3 1%	* %	3 2%	* 1%	- -%	3 2%	3 1%	3 2%	3 1%	* %	3 1%	-	3 2%	3 1%	* 1%	-	-	3 1%
Less effective than other communications media	2 1%	2 1%	2 1%	- -%	- -%	2 1%	2 1%	* %	2 1%	* %	2 1%	-	* %	2 1%	* 1%	-	-	2 1%
Environmental costs	1 1%	1 1%	* %	- -%	- -%	1 1%	1 1%	1 1%	1 1%	1 1%	1 1%	-	1 1%	1 1%	- -%	-	-	1 1%
More BACS payments	1 *%	1 *%	1 *%	* 1%	- -%	* *%	1 *%	1 *%	1 *%	* *%	1 *%	-	* *%	1 *%	* 1%	-	-	1 *%
Because of the recession	* *%	* *%	* *%	* 1%	- -%	- -%	* *%	- -%	* *%	- -%	* *%	-	- -%	* *%	- -%	-	-	* *%
Poor customer service /unreliable service	* *%	- -%	* *%	* 1%	- -%	- -%	* *%	* *%	* *%	* *%	* *%	-	* *%	* *%	- -%	-	-	* *%
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	-	- -%	- -%	- -%	-	-	- -%
Relocation of staff / company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	-	- -%	- -%	- -%	-	-	- -%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	*a	*b	c
200	146	153	34	5	152	198	174	199	161	197	-	115	197	31	-	-	200
202	146	157	35	6	150	198	171	200	162	198	-	126	201	33	-	-	202
Other	4	7	1	-	7	9	8	9	6	9	-	6	9	1	-	-	9
4%	3%	4%	4%	-%	5%	4%	5%	4%	4%	4%	-%	5%	4%	2%	-%	-%	4%
*	-	*	-	-	*	*	-	*	-	-	-	-	-	-	-	-	*
*%	-%	*%	-%	-%	*%	*%	-%	*%	-%	-%	-%	-%	-%	-%	-%	-%	*%

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Table 198 (continuation)

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QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	*b	a	*b	a	b	*a	*b
Unweighted total	200	13	15	172	167	33	189	11	127	20	58	141	5	25
Weighted total	202	12	16	174	170	32	192	10	126	17	59	141	7	23
Increase use of emailing services	99 49%	8 72%	3 21%	88 50%	87 51%	12 38%	98 51%	1 14%	61 49%	10 58%	34 57%	66 47%	1 21%	11 46%
Use of new/digital communication methods	46 23%	1 5%	* 1%	45 26%	38 22%	8 24%	40 21%	5 50%	25 20%	2 12%	8 14%	35 25%	2 36%	4 16%
Postal costs	43 21%	3 29%	10 61%	29 17%	41 24% b	2 6%	42 22%	* 4%	24 19%	6 36%	19 32% b	24 17%	2 23%	9 38%
Retirement / closing the business	13 6%	- -%	* 3%	13 7%	7 4%	6 20% a	11 6%	2 16%	7 5%	6 34%	3 5%	10 7%	- -%	2 7%
Electronic technology is more reliable / faster	12 6%	- -%	6 38%	6 3%	10 6%	3 8%	12 6%	- -%	3 2%	3 17%	8 14% b	4 3%	3 38%	- -%
Downsizing the company	10 5%	* 4%	1 4%	9 5%	5 3%	5 15% a	9 4%	1 10%	8 6%	* 3%	1 1%	9 6%	- -%	1 3%
Increase use of social media	6 3%	- -%	3 15%	4 2%	6 3%	1 2%	5 3%	1 14%	6 5%	- -%	* *%	6 4%	- -%	2 7%
Security concerns	3 1%	- -%	3 15%	* *%	3 2%	- -%	3 1%	- -%	3 2%	* 1%	* *%	3 2%	- -%	- -%
Less effective than other communications media	2 1%	* 2%	* 1%	1 1%	1 1%	* 1%	2 1%	- -%	1 1%	* 1%	* 1%	1 1%	* 3%	- -%
Environmental costs	1 1%	- -%	- -%	1 1%	* *%	1 3%	1 1%	- -%	1 1%	- -%	- -%	1 1%	- -%	* 2%
More BACS payments	1 *%	- -%	- -%	1 *%	1 *%	- -%	1 *%	- -%	* *%	* 1%	* *%	* *%	- -%	- -%
Because of the recession	* *%	- -%	- -%	* *%	* *%	- -%	- -%	* 4%	* *%	- -%	- -%	* *%	- -%	- -%
Poor customer service /unreliable service	* *%	- -%	- -%	* *%	* *%	- -%	* *%	- -%	- -%	* 3%	* 1%	- -%	- -%	- -%
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Relocation of staff / company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
200	*a	*b	c	a	b	a	*b	a	*b	a	b	*a	*b
Unweighted total	13	15	172	167	33	189	11	127	20	58	141	5	25
Weighted total	12	16	174	170	32	192	10	126	17	59	141	7	23
Other	*	1	8	7	2	7	2	6	-	2	7	-	2
4%	3%	4%	4%	4%	6%	4%	16%	5%	-%	3%	5%	-%	10%
Don't Know	*	-	*	*	-	*	-	*	-	-	*	-	-
	*%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%

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Table 198 (continuation)

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QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		*a	*b	a	b	c	d
Unweighted total	200	28	-	54	46	60	40
Weighted total	202	27	-	55	45	62	40
Increase use of emailing services	99	12	-	30	21	30	18
	49%	45%	-%	54%	47%	49%	46%
Use of new/digital communication methods	46	4	-	9	9	21	7
	23%	13%	-%	16%	19%	34% a	19%
Postal costs	43	10	-	11	16	9	7
	21%	38%	-%	20%	35% c	14%	17%
Retirement / closing the business	13	2	-	3	1	6	3
	6%	6%	-%	5%	3%	10%	7%
Electronic technology is more reliable / faster	12	3	-	1	7	-	4
	6%	9%	-%	2%	15% ac	-%	10% c
Downsizing the company	10	*	-	6	-	*	4
	5%	2%	-%	10% bc	-%	-%	9% bc
Increase use of social media	6	2	-	-	4	2	-
	3%	6%	-%	-%	10% ad	3%	-%
Security concerns	3	-	-	-	3	-	-
	1%	-%	-%	-%	6%	-%	-%
Less effective than other communications media	2	*	-	1	-	-	*
	1%	1%	-%	2%	-%	-%	1%
Environmental costs	1	*	-	*	-	*	*
	1%	1%	-%	1%	-%	1%	1%
More BACS payments	1	-	-	-	*	-	*
	*%	-%	-%	-%	*%	-%	1%
Because of the recession	*	-	-	*	-	-	-
	*%	-%	-%	1%	-%	-%	-%
Poor customer service /unreliable service	*	-	-	*	-	-	-
	*%	-%	-%	1%	-%	-%	-%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%

Columns Tested: a,b - a,b,c,d

QS3a. What would you say are the reasons for the expected decrease?

Base: All who anticipate volume of mail to decrease

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't Know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	a	b	c	d
200	28	-	54	46	60	40
202	27	-	55	45	62	40
9	2	-	2	1	4	2
4%	8%	-%	4%	2%	6%	5%
*	-	-	-	-	-	*
*%	-%	-%	-%	-%	-%	1%

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an decrease in volume

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*h	*i	*j	*k	*l	*m
Unweighted total	35	1	3	1	4	3	1	4	4	3	4	5	2	24
Weighted total	37	2	3	3	3	4	3	8	7	2	1	2	1	33
Increase use of emailing services	13 36%	- -%	1 53%	3 100%	1 49%	- -%	- -%	6 67%	- -%	1 79%	- -%	* 19%	* 82%	12 38%
Postal costs	9 26%	- -%	1 47%	- -%	- -%	1 32%	- -%	2 29%	3 49%	* 12%	1 60%	* 21%	- -%	8 25%
Use of new/digital communication methods	1 2%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 9%	* 40%	- -%	* 18%	* -%
Downsizing the company	* 1%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* 21%	- -%	- -%
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Environmental costs	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less effective than other communications media	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Increase use of social media	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Relocation of staff / company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Because of the recession	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
QS3a other	13 35%	2 100%	- -%	- -%	1 51%	3 68%	3 100%	* 4%	3 51%	- -%	- -%	1 40%	- -%	12 36%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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

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QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		*a	*b	*c	*d	*e	*f	*g	*a	*b	*c	*d	*e	*a	*b
Unweighted total	35	4	3	-	5	5	-	18	26	5	1	3	9	20	15
Weighted total	37	7	3	-	6	5	-	17	35	1	*	*	2	21	16
Increase use of emailing services	13	4	1	-	4	*	-	4	13	*	*	-	*	7	6
	36%	57%	40%	-%	80%	3%	-%	21%	37%	15%	100%	-%	20%	35%	37%
Postal costs	9	-	*	-	*	1	-	8	9	*	-	*	*	5	5
	26%	-%	7%	-%	8%	27%	-%	45%	26%	31%	-%	30%	28%	23%	30%
Use of new/digital communication methods	1	-	-	-	-	-	-	1	*	-	-	*	*	1	*
	2%	-%	-%	-%	-%	-%	-%	4%	1%	-%	-%	70%	16%	3%	1%
Downsizing the company	*	-	-	-	-	-	-	*	*	-	-	-	-	*	-
	1%	-%	-%	-%	-%	-%	-%	3%	1%	-%	-%	-%	-%	2%	-%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Environmental costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Less effective than other communications media	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of social media	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS3a other	13	3	2	-	1	3	-	4	12	1	-	-	1	8	5
	35%	43%	53%	-%	11%	70%	-%	27%	35%	54%	-%	-%	36%	37%	33%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 199 (continuation)

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QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		*a	*b	*c	*d	*a	*b	*a	*b	*c	*a	*b	*c	*d	*e	*f	*g	
Unweighted total	35	13	2		2	25	10	7	18	10	15	5		3	3	4	-	
Weighted total	37	14	3	2	2	28	8	6	23	8	19	4		2	4	2	-	
Increase use of emailing services	13 36%	5 35%	- -%	- -%	- -%	13 45%	* 4%	2 30%	11 49%	* 4%	10 53%	* 10%	3 45%	* 8%	- -%	* 8%	- -%	
Postal costs	9 26%	5 35%	2 57%	- -%	- -%	8 27%	2 23%	2 26%	6 27%	2 23%	4 21%	2 49%	2 32%	- -%	2 41%	- -%	- -%	
Use of new/digital communication methods	1 2%	- -%	- -%	- -%	* 9%	1 2%	* 2%	- -%	1 2%	* 2%	* 2%	- -%	- -%	* 5%	- -%	* 8%	- -%	
Downsizing the company	* 1%	- -%	- -%	- -%	- -%	* 2%	- -%	* 8%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%	
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Environmental costs	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Less effective than other communications media	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Increase use of social media	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Relocation of staff / company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
Because of the recession	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	
QS3a other	13 35%	4 30%	1 43%	2 100%	2 91%	7 24%	6 72%	2 36%	5 21%	6 72%	4 21%	2 41%	1 23%	2 86%	3 59%	2 85%	- -%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 199 (continuation)

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QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		*a	*b	*c	*d	*e	a	*b	a	*b	*a	*b	*c
Significance Level: 95%	35	18	1	-	1	-	34	1	32	3	29	6	-
Unweighted total	37	19	*	-	*	-	35	2	33	4	27	9	-
Weighted total													
Increase use of emailing services	13	3	*	-	-	-	13	-	13	-	11	3	-
	36%	16%	100%	-%	-%	-%	38%	-%	40%	-%	39%	27%	-%
Postal costs	9	6	-	-	-	-	9	-	9	-	9	-	-
	26%	31%	-%	-%	-%	-%	27%	-%	29%	-%	34%	-%	-%
Use of new/digital communication methods	1	1	-	-	-	-	1	-	1	-	1	-	-
	2%	4%	-%	-%	-%	-%	2%	-%	2%	-%	2%	-%	-%
Downsizing the company	*	-	-	-	-	-	*	-	*	-	*	-	-
	1%	-%	-%	-%	-%	-%	1%	-%	1%	-%	2%	-%	-%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Environmental costs	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Less effective than other communications media	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of social media	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS3a other	13	9	-	-	*	-	11	2	9	4	6	7	-
	35%	49%	-%	-%	100%	-%	32%	100%	28%	100%	22%	73%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 199 (continuation)

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QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.
Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		*a	*b	*c	a	*b	c	*d	*e	*f	*g	*a	*b	*c	*a	b	*c
Unweighted total	35	17	9	9	33	25	34	14	15	5	28	7	-	13	10	34	5
Weighted total	37	16	14	6	36	26	36	15	14	6	29	6	-	14	14	36	9
Increase use of emailing services	13 36%	5 34%	6 41%	2 31%	13 37%	8 30%	13 36%	3 19%	3 21%	3 44%	12 40%	* 6%	- -%	3 22%	7 50%	13 36%	6 64%
Postal costs	9 26%	3 19%	4 30%	2 34%	9 25%	8 30%	9 26%	4 26%	5 35%	- -%	8 27%	- -%	- -%	6 43%	4 29%	9 26%	* 1%
Use of new/digital communication methods	1 2%	* 3%	* 1%	* 2%	1 2%	1 3%	1 2%	1 4%	1 4%	- -%	1 2%	* 7%	- -%	* 2%	- -%	1 2%	- -%
Downsizing the company	* 1%	- -%	- -%	* 7%	- -%	- -%	- -%	- -%	- -%	- -%	* 2%	- -%	- -%	- -%	- -%	- -%	- -%
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Environmental costs	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less effective than other communications media	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Increase use of social media	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Relocation of staff / company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Because of the recession	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
QS3a other	13 35%	7 44%	4 29%	2 26%	13 36%	10 37%	13 36%	8 51%	6 40%	3 56%	8 29%	5 87%	- -%	5 33%	3 20%	13 36%	3 35%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 199 (continuation)

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QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an decrease in volume

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	35	24	27	7	-	25	35	31	35	29	35	-	20	35	7	-	-	35
Weighted total	37	23	28	8	-	26	37	34	37	30	37	-	24	37	10	-	-	37
Increase use of emailing services	13 36%	13 56%	8 27%	3 32%	- -%	10 39%	13 36%	13 38%	13 36%	12 40%	13 36%	- -%	9 36%	13 36%	8 78%	- -%	- -%	13 36%
Postal costs	9 26%	5 22%	9 33%	3 44%	- -%	6 23%	9 26%	7 22%	9 26%	7 24%	9 26%	- -%	6 24%	9 26%	* 1%	- -%	- -%	9 26%
Use of new/digital communication methods	1 2%	1 3%	* 1%	- -%	- -%	1 3%	1 2%	1 2%	1 2%	1 2%	1 2%	- -%	* 2%	1 2%	- -%	- -%	- -%	1 2%
Downsizing the company	* 1%	- -%	- -%	- -%	- -%	* 2%	* 1%	- -%	* 1%	- -%	* 1%	- -%	- -%	* 1%	* 4%	- -%	- -%	* 1%
Too complicated - hard to understand what the best mailing option is	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Environmental costs	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Less effective than other communications media	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Increase use of social media	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Relocation of staff / company	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Because of the recession	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
QS3a other	13 35%	5 20%	11 39%	2 24%	- -%	9 34%	13 35%	13 38%	13 35%	10 34%	13 35%	- -%	9 39%	13 35%	2 16%	- -%	- -%	13 35%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 199 (continuation)

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QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an decrease in volume

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	*c	*a	*b	a	*b	*a	*b	*a	*b	*a	*b
Unweighted total	35	3	4	28	29	6	34	1	18	8	13	22	1	5
Weighted total	37	3	6	27	30	7	35	1	17	10	17	20	1	8
Increase use of emailing services	13	*	-	13	10	3	12	1	6	4	5	8	-	3
	36%	5%	-%	48%	34%	46%	33%	100%	38%	43%	30%	41%	-%	32%
Postal costs	9	-	4	6	9	-	9	-	2	3	6	3	-	-
	26%	-%	60%	21%	31%	-%	27%	-%	13%	33%	37%	17%	-%	-%
Use of new/digital communication methods	1	-	-	1	1	*	1	-	*	-	*	1	-	-
	2%	-%	-%	2%	2%	2%	2%	-%	2%	-%	1%	3%	-%	-%
Downsizing the company	*	-	-	*	*	-	*	-	-	*	*	-	-	-
	1%	-%	-%	2%	2%	-%	1%	-%	-%	5%	3%	-%	-%	-%
Too complicated - hard to understand what the best mailing option is	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Environmental costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Less effective than other communications media	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Increase use of social media	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Relocation of staff / company	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Because of the recession	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
QS3a other	13	3	3	7	10	3	13	-	8	2	5	8	1	5
	35%	95%	40%	26%	32%	51%	37%	-%	47%	19%	30%	40%	100%	68%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS3b. What is the main reason for the expected decrease in volumes of post? Please choose the most important reason.

Base: All with 2 or more reasons for an decrease in volume

Significance Level: 95%

Unweighted total

Weighted total

Increase use of emailing services

Postal costs

Use of new/digital communication methods

Downsizing the company

Too complicated - hard to understand what the best mailing option is

Environmental costs

Less effective than other communications media

Increase use of social media

Relocation of staff / company

Because of the recession

QS3a other

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	*a	*b	*a	*b	*c	*d
35	6	-	9	9	11	6
37	9	-	6	13	11	8
13	3	-	2	6	4	1
36%	27%	-%	31%	51%	34%	17%
9	-	-	3	2	-	5
26%	-%	-%	54%	15%	-%	60%
1	-	-	-	*	1	-
2%	-%	-%	-%	1%	5%	-%
*	-	-	*	-	-	-
1%	-%	-%	8%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
13	7	-	*	4	7	2
35%	73%	-%	6%	33%	60%	23%

QS4. Have you or your organisation ever considered trying a postal provider?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried another provider

Yes, but we have not tried another provider

No

Don't Know

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
146	10	10	10	7	12	35	22	17	8	4	6	3	132
9%	11%	6%	6%	8%	10%	13%	10%	12%	8%	5%	9%	5%	10%
	l					jl		jl					jl
86	5	17	-	7	9	15	8	7	5	6	4	3	73
5%	5%	11%	-%	8%	7%	5%	3%	5%	5%	8%	6%	4%	5%
	c	cgilm		c	c	c		c	c	c	c		c
1347	73	130	147	72	104	226	198	112	91	71	59	63	1154
85%	83%	83%	92%	82%	83%	81%	87%	81%	87%	86%	83%	90%	84%
			f									fhkm	
12	-	-	3	1	*	3	*	2	*	1	1	*	9
1%	-%	-%	2%	2%	-%	1%	-%	1%	-%	1%	2%	1%	1%

QS4. Have you or your organisation ever considered trying a postal provider?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried another provider

Yes, but we have not tried another provider

No

Don't Know

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
146	8	24	2	10	38	6	53	140	4	2	*	6	76	70
9%	6%	17% adeg	10%	7%	10%	8%	8%	9%	9%	13% d	2%	9%	9%	9%
86	1	11	1	5	32	-	33	81	3	1	1	5	47	39
5%	1%	8% af	4%	4%	9% afg	-% af	5%	5%	8%	8%	8%	8%	6%	5%
1347	113	105	19	126	300	72	576	1295	33	11	8	52	692	654
85%	93% be	75% af	86%	89% be	80%	87% b	87% be	85%	80%	77%	90%	81%	84%	85%
12	-	*	-	*	3	5	3	11	1	*	-	1	7	5
1%	-%	*%	-%	*%	1%	6% abdeg	*%	1%	3% a	1%	-%	2% a	1%	1%

QS4. Have you or your organisation ever considered trying a postal provider?

Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Yes, and we have tried another provider	146	71	14	6	3	78	69	17	61	69	72	20	11	13	11	3	3
	9%	9%	19% a	9%	17%	6%	22% a	3%	8% a	22% ab	8%	8%	7%	11%	19% abc	14%	94%
Yes, but we have not tried another provider	86	44	4	4	*	47	39	10	37	39	40	17	14	9	4	2	-
	5%	6%	5%	5%	2%	4%	13% a	2%	5% a	13% ab	4%	6%	9% a	7%	6%	7%	-%
No	1347	645	56	58	11	1148	198	478	670	198	817	223	130	100	45	18	*
	85%	85%	76%	82%	70%	90% b	64%	94% bc	87% c	64%	87% de	86% e	83%	80%	74%	79%	6%
Don't Know	12	-	-	2	2	9	3	4	5	3	6	-	3	2	*	-	-
	1%	-%	-%	3% a	11% ab	1%	1%	1%	1%	1%	1%	-%	2% b	2% b	1%	-%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QS4. Have you or your organisation ever considered trying a postal provider?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried another provider

Yes, but we have not tried another provider

No

Don't Know

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
146	70	14	12	8	14	100	44	86	58	57	75	13
9%	12%	24%	24%	28%	54%	7%	41%	6%	38%	4%	26%	50%
		a	a	a	abcd		a		a		a	
86	46	13	5	7	4	72	14	67	19	47	36	2
5%	8%	22%	11%	23%	17%	5%	13%	5%	13%	4%	13%	10%
		a		a			a		a		a	
1347	469	31	33	15	5	1299	48	1275	72	1166	170	10
85%	79%	53%	65%	49%	20%	88%	44%	89%	47%	91%	60%	41%
	bcde	e	e	e		b		b		b		
12	5	-	-	-	2	9	3	9	3	9	3	-
1%	1%	-%	-%	-%	10%	1%	2%	1%	2%	1%	1%	-%
					abc		a					

QS4. Have you or your organisation ever considered trying a postal provider?

Base: All Respondents

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
Weighted total	1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
Yes, and we have tried another provider	146 9%	57 7%	24 9%	66 15% ab	119 8%	96 10% a	128 8%	108 17% abceg	48 10%	60 21% abceg	97 9%	87 21% c	3 24%	29 9%	73 15% b	127 8%	28 24% ab
Yes, but we have not tried another provider	86 5%	30 3%	20 8% a	34 7% a	75 5%	63 7% a	78 5% abceg	61 10% abceg	29 6%	39 14% abceg	54 5%	52 13% c	- -%	25 8%	39 8% b	80 5%	12 11% b
No	1347 85%	766 89% bc	214 82%	352 78%	1285 86% bdef	750 82% df	1300 86% bdf	458 72% f	378 82% df	187 65%	924 86% bdf	272 66%	8 75%	269 83% a	359 75% c	1292 85% ac	75 65%
Don't Know	12 1%	7 1%	3 1%	2 1%	12 1%	9 1% g	12 1%	7 1% g	4 1%	* *%	3 *%	4 1%	* 1%	3 1%	5 1%	12 1%	* *%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider?

Base: All Respondents

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
Weighted total	1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Yes, and we have tried another provider	146 9%	101 8%	78 8%	21 15% c	6 14%	106 8%	142 9%	118 9%	142 9%	134 11%	143 9%	- -%	101 12% b	144 9%	34 18% ab	45 23% bc	89 8%	12 6%
Yes, but we have not tried another provider	86 5%	57 5%	64 6%	13 10% c	2 4%	68 5%	85 5%	73 5%	86 5%	73 6%	86 6%	- -%	53 6%	85 5%	17 9% b	28 14% b	42 4%	16 8% b
No	1347 85%	1035 86%	849 85%	103 75%	36 83%	1192 87% a	1323 85%	1136 85% d	1328 85%	997 82%	1320 85%	- -%	662 81% c	1323 85% ac	133 71%	121 62%	1046 88% a	174 86% a
Don't Know	12 1%	11 1%	3 *%	- -%	- -%	12 1%	12 1%	11 1%	12 1%	11 1%	12 1%	- -%	3 *%	12 1%	4 2% a	2 1%	10 1%	- -%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS4. Have you or your organisation ever considered trying a postal provider?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried
another provider

Yes, but we have not
tried another provider

No

Don't Know

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1591	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
146	146	-	-	85	61	136	10	92	10	36	97	20	64
9%	100%	0%	0%	8%	10%	9%	7%	8%	13%	12%	8%	38%	29%
	bc									b			
86	-	86	-	54	32	84	2	55	7	23	61	10	28
5%	0%	100%	0%	5%	5%	6%	1%	5%	9%	8%	5%	18%	13%
		ac				b				b			
1347	-	-	1347	857	490	1214	132	1055	61	227	1109	23	130
85%	0%	0%	100%	85%	83%	84%	92%	87%	77%	79%	87%	44%	58%
			ab			a		b		a			
12	-	-	-	8	4	12	*	11	*	3	8	-	3
1%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%	1%

QS4. Have you or your organisation ever considered trying a postal provider?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes, and we have tried
another provider

Yes, but we have not
tried another provider

No

Don't Know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	*b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
146	77	3	42	49	36	19
9%	31%	42%	11% d	12% d	9% d	5%
86	28	2	23	25	16	23
5%	12%	34%	6%	6%	4%	6%
1347	138	2	322	324	342	359
85%	56%	24%	83%	81%	85%	89% ab
12	3	-	*	3	6	3
1%	1%	-%	*%	1%	1% a	1%

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1342	63	109	70	77	98	115	92	97	84	189	167	181	805
Weighted total	1347	73	130	147	72	104	226	198	112	91	71	59	63	1154
We don't mail large enough volumes	308 23%	24 33% ejkl	32 25% k	34 23% k	18 25% k	20 20% k	50 22% k	49 25% k	25 22% k	23 26% k	13 19%	7 12%	12 19%	275 24% k
Unaware of other providers	166 12%	6 9%	10 8%	13 9%	10 13% h	17 17% bh	42 18% bhk	25 13% h	4 4%	10 11%	12 17% bhk	5 9%	12 19% bhkm	137 12% h
Our chosen provider is reliable enough for our needs	156 12%	6 8%	19 15% e	24 16% e	6 8%	5 5%	30 13% e	17 8%	13 11%	10 11%	10 14% e	9 16% e	7 11%	129 11% e
We are near a Post Office	139 10%	9 13%	18 14%	8 6%	8 12%	11 10%	19 8%	26 13%	9 8%	10 10%	6 8%	7 12%	7 11%	119 10%
Convenience / easier / suits our needs	137 10%	11 16% l	13 10%	13 9%	11 15% l	12 12% l	25 11% l	17 9%	12 10%	6 7%	7 10% l	6 11% l	3 4%	121 10% l
Happy / satisfied with the service from current provider	92 7%	1 2%	3 2%	12 8%	2 3%	14 13% abdkm	18 8%	13 7%	10 9% b	6 6%	5 7%	3 5%	4 7%	79 7%
No need to change - no demand / requirement to change	68 5%	5 7% i	7 6% i	10 7% i	1 2%	4 4%	13 6% i	11 5% i	5 5%	* *% i	4 5% i	4 7% i	3 4%	58 5% i
Our chosen provider is fast enough for our needs	63 5%	3 4%	9 7%	5 3%	3 4%	2 2%	10 4%	11 6%	5 5%	5 6%	3 4%	3 5%	4 6%	53 5%
Our chosen provider is safe enough for our needs	62 5%	1 2%	11 8% ej	5 3%	3 4%	* *% e	16 7% e	8 4%	6 6% e	4 4%	2 3%	3 5% e	3 4% e	54 5% e
Support Royal Mail / local Post Office / I'm against privatisation	59 4%	6 9%	3 3%	3 2%	4 5%	7 7%	11 5%	7 4%	4 3%	5 6%	2 3%	4 7%	3 4%	51 4%
Not considered / haven't thought about it / no time / it's not my decision	56 4%	3 4%	9 7% l	10 7%	2 3%	3 3%	8 3%	11 5%	5 4%	1 2%	2 3%	2 3%	1 2%	51 4%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1342	63	109	70	77	98	115	92	97	84	189	167	181	805
Weighted total	1347	73	130	147	72	104	226	198	112	91	71	59	63	1154
Don't know enough about other providers and their services	52 4%	* *%	10 8% am	3 2%	1 2%	2 2%	9 4%	10 5%	5 4%	1 2%	3 4%	3 5%	4 6%	42 4%
Don't know enough about what other providers offer	49 4%	* *%	5 4%	8 6% ek	3 4%	* *%	5 2%	7 4%	8 7% aek	8 8% aekl	2 3%	1 1%	2 3%	44 4% k
Other providers don't pick up mail in this area	27 2%	3 4% f	1 1%	- -%	4 5% cfm	3 2%	- -%	2 1%	1 1%	7 7% bcfghlm	2 3%	3 5% fm	1 2%	21 2%
Others more expensive than our current providers	23 2%	- -%	3 2%	- -%	1 2%	3 2%	7 3% l	- -%	3 3%	3 3% l	1 2%	1 2%	* *%	20 2%
Always been with them / always use them	23 2%	3 3% fjl	3 2%	3 2%	1 2%	4 4% fjl	- -%	3 1%	3 3% jl	2 2%	* *%	2 3% j	* *%	21 2%
Our customers prefer our chosen provider	22 2%	* *%	5 4% f	3 2%	* 1%	- -%	* *%	6 3%	3 3%	- -%	1 2%	1 2%	2 3%	17 2%
Other operators do not provide the service I need	12 1%	2 2%	- -%	1 *%	- -%	3 2%	- -%	- -%	1 1%	1 1%	1 2%	2 3% m	1 2% m	7 1%
Close to a post box	6 *%	- -%	- -%	- -%	* *%	1 1%	- -%	- -%	3 3% lm	- -%	* 1%	1 1%	- -%	5 *%
Mainly doing it electronically / on the internet	5 *%	- -%	- -%	- -%	- -%	1 1%	- -%	3 2%	- -%	- -%	* *%	- -%	* *%	4 *%
Other providers could not deliver to all the areas we need	3 *%	- -%	- -%	- -%	- -%	1 1% m	- -%	- -%	- -%	- -%	1 1% m	* 1%	- -%	1 *%
Loyalty	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	2 1%	- -%	- -%	- -%	- -%	- -%	2 *%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

Significance Level: 95%
Unweighted total
Weighted total

There aren't any others
in this area / no
competition - they have
the monopoly

Other

Don't know

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
1342	a	b	c	d	e	f	g	h	i	j	k	l	m
1347	63	109	70	77	98	115	92	97	84	189	167	181	805
	73	130	147	72	104	226	198	112	91	71	59	63	1154
5	-	-	-	-	3	-	-	-	1	-	-	1	4
*%	-%	-%	-%	-%	2%	-%	-%	-%	1%	-%	-%	1%	*%
					jkm								
44	2	10	8	3	4	3	-	3	4	3	2	3	36
3%	3%	7%	5%	4%	4%	1%	-%	3%	4%	4%	3%	4%	3%
		fgm	g						g	g		g	
43	2	2	8	2	3	6	8	3	3	2	2	4	37
3%	2%	2%	5%	2%	3%	2%	4%	3%	3%	2%	3%	6%	3%

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Table 201 (continuation)

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Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1342	118	128	18	118	282	66	583	1024	202	70	46	318	664	678
Weighted total	1347	113	105	19	126	300	72	576	1295	33	11	8	52	692	654
We don't mail large enough volumes	308 23%	27 23%	28 26%	3 13%	31 25%	63 21%	17 23%	136 24%	300 23% bce	5 17% c	1 5%	1 17%	7 14% c	155 22%	153 23%
Unaware of other providers	166 12%	17 15%	19 18% f	2 13%	12 10%	40 13%	5 7%	69 12%	158 12%	6 17%	2 14%	1 9%	8 15%	82 12%	84 13%
Our chosen provider is reliable enough for our needs	156 12%	12 11%	9 8%	2 12%	8 7%	31 10%	9 13%	76 13% d	146 11%	5 16%	3 25% a	2 21% a	10 18% a	80 12%	75 12%
We are near a Post Office	139 10%	6 6%	9 9%	1 7%	13 10%	35 12%	5 7%	65 11%	135 10%	2 7%	1 10%	1 8%	4 8%	68 10%	71 11%
Convenience / easier / suits our needs	137 10%	6 5%	8 7%	1 7%	16 13% a	31 10%	8 10%	58 10%	134 10% be	2 5%	1 6%	1 10%	3 6%	74 11%	64 10%
Happy / satisfied with the service from current provider	92 7%	3 2%	14 14% ag	1 4%	12 10% ag	23 8% a	9 13% ag	27 5%	88 7%	2 7%	1 8%	* 6%	4 7%	47 7%	45 7%
No need to change - no demand / requirement to change	68 5%	4 4%	11 10% aeg	2 9%	8 7%	15 5%	5 7%	18 3%	66 5%	1 4%	* 1%	* 5%	2 3%	28 4%	40 6%
Our chosen provider is fast enough for our needs	63 5%	8 7% d	2 2%	* 2%	2 2%	19 6% d	3 4%	25 4%	58 5%	3 8% a	1 12% a	1 11% a	5 9% a	29 4%	34 5%
Our chosen provider is safe enough for our needs	62 5%	9 8% b	2 2%	* 2%	4 3%	19 6% b	3 4%	22 4%	58 4%	2 7%	1 9%	1 9%	4 8% a	30 4%	32 5%
Support Royal Mail / local Post Office / I'm against privatisation	59 4%	8 7%	3 2%	- -%	5 4%	16 5%	2 2%	27 5%	58 4%	1 2%	- -%	* 5%	1 2%	28 4%	31 5%
Not considered / haven't thought about it / no time / it's not my decision	56 4%	- -%	4 4% a	- -%	10 8% ae	9 3%	4 6% a	29 5% a	54 4%	1 3%	1 9% b	* 4%	2 4%	31 5%	25 4%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1342	118	128	18	118	282	66	583	1024	202	70	46	318	664	678
Weighted total	1347	113	105	19	126	300	72	576	1295	33	11	8	52	692	654
Don't know enough about other providers and their services	52 4%	5 4%	2 2%	* 1%	3 3%	11 4%	7 10% bdeg	24 4%	49 4%	3 9% ad	* 2%	- -%	3 6%	33 5%	19 3%
Don't know enough about what other providers offer	49 4%	7 6%	2 2%	2 13%	5 4%	13 4%	3 4%	17 3%	48 4%	1 2%	* 2%	- -%	1 2%	30 4%	19 3%
Other providers don't pick up mail in this area	27 2%	9 8% belg	* *%	1 8%	6 5% bg	7 2%	- -%	4 1%	27 2%	* 1%	* 1%	* 2%	1 1%	1 *%	26 4% a
Others more expensive than our current providers	23 2%	2 2%	1 1%	- -%	1 1%	6 2%	3 4%	9 2%	22 2%	1 2%	* 2%	- -%	1 2%	14 2%	9 1%
Always been with them / always use them	23 2%	1 1%	2 2% e	1 7%	2 1%	- -%	- -%	13 2% e	21 2%	1 2%	1 5%	* 2%	1 2%	16 2% b	6 1%
Our customers prefer our chosen provider	22 2%	5 4% de	1 1%	- -%	* *%	3 1%	2 3%	10 2%	20 2%	1 3%	* 3%	* 4%	2 3% a	9 1%	13 2%
Other operators do not provide the service I need	12 1%	3 2%	- -%	- -%	2 1%	3 1%	* *%	4 1%	11 1%	1 3% a	- -%	- -%	1 2%	4 1%	7 1%
Close to a post box	6 *%	* *%	- -%	- -%	- -%	2 1%	- -%	4 1%	6 *%	* 1%	- -%	- -%	* *%	4 1%	2 *%
Mainly doing it electronically / on the internet	5 *%	- -%	1 1%	- -%	* *%	- -%	- -%	3 1%	4 *%	* 1%	- -%	- -%	* *%	3 *%	1 *%
Other providers could not deliver to all the areas we need	3 *%	1 *%	- -%	- -%	1 1%	- -%	- -%	1 *%	3 *%	- -%	* 1%	- -%	* *%	- -%	3 *%
Loyalty	2 *%	2 2% eg	- -%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%
There aren't any others in this area / no competition - they have the monopoly	5 *%	1 1%	- -%	- -%	- -%	* *%	- -%	3 1%	5 *%	* *%	- -%	- -%	* *%	1 *%	4 1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1342	a 118	b 128	*c 18	d 118	e 282	f 66	g 583	a 1024	b 202	c 70	d 46	e 318	a 664	b 678
1347	113	105	19	126	300	72	576	1295	33	11	8	52	692	654
44	5	4	2	5	11	*	14	42	1	1	1	2	19	24
3%	5%	3%	11%	4%	4%	1%	2%	3%	3%	5%	7%	4%	3%	4%
43	1	1	-	1	8	4	29	40	2	1	1	4	32	11
3%	1%	1%	-%	1%	3%	5%	5%	3%	5%	8%	16%	7%	5%	2%
						ad	abd			a	abe	a	b	

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1342	556	60	75	37	1059	283	417	642	283	697	231	153	139	63	46	1
Weighted total	1347	645	56	58	11	1148	198	478	670	198	817	223	130	100	45	18	*
We don't mail large enough volumes	308 23%	172 27%	9 17%	18 31%	4 39% b	291 25% b	16 8%	158 33% bc	133 20% c	16 8%	214 26% def	49 22% def	31 24% def	13 13% ef	* *%	* 1%	- -%
Unaware of other providers	166 12%	78 12%	10 18%	11 20%	1 5%	123 11%	42 21% a	65 14% b	58 9%	42 21% ab	84 10%	22 10%	13 10%	25 26% abc	10 22% abc	4 23% abc	- -%
Our chosen provider is reliable enough for our needs	156 12%	59 9%	5 9%	9 16%	3 32% ab	127 11%	29 14%	41 9%	86 13% a	29 14% a	88 11%	24 11%	17 13% f	17 17% af	9 21% abf	* 2%	- -%
We are near a Post Office	139 10%	66 10%	7 12%	3 5%	1 6%	123 11%	16 8%	59 12%	64 10%	16 8%	91 11%	27 12%	10 7%	7 7%	2 5%	1 3%	- -%
Convenience / easier / suits our needs	137 10%	71 11%	8 14% d	3 6%	* 2%	120 10%	18 9%	48 10%	72 11%	18 9%	91 11% e	20 9% e	15 11% e	7 7% e	* *%	2 11% e	- -%
Happy / satisfied with the service from current provider	92 7%	49 8% b	* 1%	3 5%	* 4%	73 6%	19 9%	24 5%	49 7%	19 9% a	50 6%	20 9% e	11 9% e	6 6%	* 1%	2 13% e	* 100%
No need to change - no demand / requirement to change	68 5%	36 6% c	3 5%	* *%	* 4%	57 5%	11 6%	26 5%	31 5%	11 6%	47 6% c	12 5%	2 1%	5 5%	3 6%	* 1%	- -%
Our chosen provider is fast enough for our needs	63 5%	23 4%	3 5%	8 13% ad	* 1%	48 4%	15 7% a	16 3%	32 5%	15 7% a	34 4%	7 3%	8 6%	11 11% ab	2 4%	* 2%	- -%
Our chosen provider is safe enough for our needs	62 5%	24 4%	- -%	6 11% ab	* 1%	46 4%	16 8% a	13 3%	33 5%	16 8% ab	28 3%	11 5%	8 6%	13 13% abf	2 4%	* 2%	- -%
Support Royal Mail / local Post Office / I'm against privatisation	59 4%	31 5%	7 12% acd	* 1%	- -%	52 4%	8 4%	21 4%	31 5%	8 4%	34 4%	15 7% d	4 3%	1 1%	4 9% d	2 10% ad	- -%
Not considered / haven't thought about it / no time / it's not my decision	56 4%	27 4%	1 1%	4 7%	* 4%	48 4%	8 4%	13 3%	35 5% a	8 4%	31 4%	6 3%	9 7% b	5 5%	4 10% ab	1 3%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 201 (continuation)

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Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95% Unweighted total Weighted total	1342 1347	a 556 645	b 60 56	c 75 58	d 37 11	a 1059 1148	b 283 198	a 417 478	b 642 670	c 283 198	a 697 817	b 231 223	c 153 130	d 139 100	e 63 45	f 46 18	g 1 *
Don't know enough about other providers and their services	52 4%	27 4%	1 1%	4 7%	* 1%	44 4%	8 4%	6 1%	39 6% a	8 4% a	26 3%	5 2%	5 4%	4 4%	10 22% abcd	1 7%	- -%
Don't know enough about what other providers offer	49 4%	20 3%	- -%	2 4%	- -%	44 4%	5 2%	12 3%	32 5%	5 2%	30 4%	9 4%	6 5% d	1 1%	2 5%	1 3%	- -%
Other providers don't pick up mail in this area	27 2%	12 2%	4 7% a	2 4%	- -%	27 2% b	1 *% *	11 2% c	16 2% c	1 *% *	15 2%	9 4% d	2 2%	* *% *	- -% -	* 2% 2%	- -% -
Others more expensive than our current providers	23 2%	16 2%	2 3%	* 1%	* 1%	19 2%	4 2%	2 *% *	17 3% a	4 2% a	14 2%	3 1%	3 2%	2 2%	2 4%	- -% -	- -% -
Always been with them / always use them	23 2%	12 2%	* *% *	* *% *	* 1%	16 1%	7 3% a	6 1%	10 1%	7 3% b	14 2%	5 2%	1 *% *	* *% *	1 3% 3%	1 7% acd	- -% -
Our customers prefer our chosen provider	22 2%	5 1%	* *% *	* *% *	* 2%	17 1%	4 2%	8 2%	10 1%	4 2%	12 1%	2 1%	3 2%	1 1%	* *% *	3 17% abcde	- -% -
Other operators do not provide the service I need	12 1%	7 1%	1 2%	* *% *	* 1%	10 1%	1 1%	5 1%	5 1%	1 1%	7 1%	1 1%	1 1%	2 2%	* *% *	* 1% 1%	- -% -
Close to a post box	6 *%	4 1%	- -% -	- -% -	- -% -	6 *% *	* *% *	6 1% b	- -% -	* *% *	6 1%	* *% *	- -% -	- -% -	- -% -	- -% -	- -% -
Mainly doing it electronically / on the internet	5 *%	1 *% *	- -% -	- -% -	- -% -	3 *% *	1 1% 1%	- -% -	3 *% *	1 1% 1%	3 *% *	1 1%	- -% -	- -% -	- -% -	- -% -	- -% -
Other providers could not deliver to all the areas we need	3 *%	2 *% *	- -% -	* 1% 1%	- -% -	3 *% *	* *% *	1 *% *	1 *% *	* *% *	1 *% *	1 *% *	1 *% *	- -% -	- -% -	- -% -	- -% -
Loyalty	2 *%	- -% -	- -% -	2 4% a	- -% -	2 *% *	- -% -	- -% -	2 *% *	- -% -	- -% -	2 1% a	- -% -	- -% -	- -% -	- -% -	- -% -

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1342	556	60	75	37	1059	283	417	642	283	697	231	153	139	63	46	1
Weighted total	1347	645	56	58	11	1148	198	478	670	198	817	223	130	100	45	18	*
There aren't any others in this area / no competition - they have the monopoly	5	4	-	-	-	4	*	1	3	*	4	*	*	*	-	-	-
	%	1%	-%	-%	-%	%	%	%	%	%	%	%	%	%	-%	-%	-%
Other	44	18	2	2	*	33	11	8	24	11	26	9	2	3	3	1	-
	3%	3%	3%	4%	2%	3%	6% a	2%	4%	6% a	3%	4%	2%	3%	6%	5%	-%
Don't know	43	6	2	*	*	34	9	11	23	9	23	4	10	5	1	*	-
	3%	1%	4% a	1%	2%	3%	5%	2%	3%	5%	3%	2%	7% ab	5%	3%	1%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1342	495	44	36	18	10	1294	48	1265	77	1153	180	9
Weighted total	1347	469	31	33	15	5	1299	48	1275	72	1166	170	10
We don't mail large enough volumes	308 23%	76 16%	3 10%	2 6%	2 16%	- -%	301 23%	7 15%	298 23%	10 14%	283 24% b	22 13%	3 25%
Unaware of other providers	166 12%	50 11%	4 12%	3 9%	3 20%	4 74%	162 12%	4 8%	158 12%	8 11%	141 12%	21 12%	4 34%
Our chosen provider is reliable enough for our needs	156 12%	55 12%	6 19%	4 11%	2 11%	* 8%	151 12%	5 10%	143 11%	13 18%	135 12%	19 11%	2 24%
We are near a Post Office	139 10%	44 9%	4 14%	3 9%	- -%	- -%	139 11% b	- -%	136 11%	3 4%	133 11% b	6 4%	- -%
Convenience / easier / suits our needs	137 10%	50 11%	1 4%	10 31% ab	- -%	- -%	135 10%	3 5%	135 11% b	2 3%	127 11% b	10 6%	* 4%
Happy / satisfied with the service from current provider	92 7%	37 8%	1 4%	7 21% ab	3 20%	- -%	82 6%	10 21% a	81 6%	10 15% a	66 6%	25 15% a	1 10%
No need to change - no demand / requirement to change	68 5%	24 5%	- -%	4 11% b	- -%	* 4%	61 5%	7 14% a	62 5%	6 8%	57 5%	11 6%	- -%
Our chosen provider is fast enough for our needs	63 5%	19 4%	* 1%	3 9%	* 1%	* 5%	60 5%	3 7%	59 5%	5 6%	58 5%	3 2%	2 24%
Our chosen provider is safe enough for our needs	62 5%	23 5%	* 1%	5 16% ab	* 1%	* 2%	59 5%	3 7%	57 5%	5 6%	55 5%	5 3%	2 24%
Support Royal Mail / local Post Office / I'm against privatisation	59 4%	20 4%	5 16% a	2 5%	- -%	- -%	58 4%	2 3%	57 4%	2 3%	48 4%	11 6%	- -%
Not considered / haven't thought about it / no time / it's not my decision	56 4%	22 5%	3 10%	* 1%	- -%	- -%	51 4%	5 10% a	51 4%	5 7%	43 4%	13 8% a	- -%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1342	495	44	36	18	10	1294	48	1265	77	1153	180	9
Weighted total	1347	469	31	33	15	5	1299	48	1275	72	1166	170	10
Don't know enough about other providers and their services	52 4%	23 5%	2 5%	* %	* 1%	* 2%	50 4%	2 4%	50 4%	2 3%	44 4%	8 5%	- -%
Don't know enough about what other providers offer	49 4%	19 4%	* 2%	* 1%	- -%	* 2%	49 4%	* %	47 4%	2 3%	46 4%	3 2%	- -%
Other providers don't pick up mail in this area	27 2%	12 3%	- -%	- -%	- -%	- -%	27 2%	- -%	27 2%	- -%	26 2%	2 1%	- -%
Others more expensive than our current providers	23 2%	13 3%	* 1%	2 5%	1 10%	* 9%	19 1%	4 9% a	17 1%	6 8% a	13 1%	9 5% a	* 4%
Always been with them / always use them	23 2%	11 2%	- -%	- -%	- -%	- -%	21 2%	2 3%	20 2%	3 4%	18 2%	5 3%	- -%
Our customers prefer our chosen provider	22 2%	10 2%	* 1%	* 1%	3 20%	* 3%	21 2%	* %	21 2%	1 1%	17 1%	4 3%	- -%
Other operators do not provide the service I need	12 1%	3 1%	1 3%	* 1%	- -%	- -%	11 1%	* %	11 1%	* %	11 1%	1 %	- -%
Close to a post box	6 *%	2 *%	- -%	- -%	- -%	- -%	6 *%	- -%	6 *%	- -%	4 *%	2 1%	- -%
Mainly doing it electronically / on the internet	5 *%	3 1%	- -%	- -%	1 9%	- -%	3 *%	1 3% a	3 *%	1 2% a	3 *%	1 1%	- -%
Other providers could not deliver to all the areas we need	3 *%	1 *%	- -%	- -%	- -%	- -%	3 *%	- -%	3 *%	- -%	3 *%	- -%	- -%
Loyalty	2 *%	- -%	- -%	- -%	- -%	- -%	2 *%	- -%	2 *%	- -%	2 *%	- -%	- -%
There aren't any others in this area / no competition - they have the monopoly	5 *%	3 1%	- -%	* 1%	- -%	- -%	5 *%	- -%	5 *%	- -%	4 *%	* %	- -%
Other	44 3%	19 4%	4 12% a	2 6%	* 1%	- -%	41 3%	3 7%	39 3%	5 7%	31 3%	12 7% a	* 3%

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

Significance Level: 95%
Unweighted total
Weighted total
Don't know

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	*d	*e	a	b	a	b	a	b	*c
1342	495	44	36	18	10	1294	48	1265	77	1153	180	9
1347	469	31	33	15	5	1299	48	1275	72	1166	170	10
43	26	1	*	*	*	43	1	41	3	40	4	-
3%	6%	3%	1%	2%	2%	3%	1%	3%	4%	3%	2%	-%

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	1342	765	222	346	1275	813	1294	499	421	203	946	279	17	304	355	1283	121
Unweighted total	1347	766	214	352	1285	750	1300	458	378	187	924	272	8	269	359	1292	75
Weighted total																	
We don't mail large enough volumes	308 23%	223 29% bc	25 12%	60 17%	295 23% bde	128 17%	297 23% bde	68 15%	56 15%	33 18%	209 23% bde	43 16%	*	41 15%	59 16%	298 23% ac	11 15%
Unaware of other providers	166 12%	93 12%	38 18% ac	31 9%	156 12%	100 13%	157 12%	56 12%	64 17% acd	22 12%	113 12%	46 17% c	1 12%	16 6%	33 9%	158 12%	8 11%
Our chosen provider is reliable enough for our needs	156 12%	76 10%	26 12%	54 15% a	154 12%	97 13%	154 12%	59 13%	48 13%	16 9%	114 12%	34 12%	*	32 12%	47 13%	149 12%	10 13%
We are near a Post Office	139 10%	86 11%	19 9%	34 10%	130 10%	75 10%	132 10%	44 10%	29 8%	23 12%	92 10%	30 11%	*	21 8%	36 10%	133 10%	6 7%
Convenience / easier / suits our needs	137 10%	72 9%	23 11%	41 12%	134 10% e	85 11% e	136 10% e	56 12% e	27 7%	28 15% e	97 11% e	31 11%	1 11%	30 11%	48 13%	134 10%	6 7%
Happy / satisfied with the service from current provider	92 7%	43 6%	14 6%	35 10% a	84 7%	52 7%	84 6%	37 8%	29 8%	23 13% abce	66 7%	22 8%	1 7%	23 9%	39 11% b	84 7%	10 13% b
No need to change - no demand / requirement to change	68 5%	35 5%	9 4%	23 6%	67 5%	41 5%	67 5%	22 5%	13 3%	9 5%	54 6%	10 4%	1 9%	16 6%	21 6%	66 5%	1 2%
Our chosen provider is fast enough for our needs	63 5%	32 4%	10 5%	22 6%	63 5%	27 4%	63 5%	20 4%	16 4%	8 4%	50 5%	13 5%	*	9 3%	17 5%	60 5%	5 7%
Our chosen provider is safe enough for our needs	62 5%	25 3%	13 6% a	21 6% a	59 5%	26 3%	59 5%	25 5%	17 5%	9 5%	49 5%	18 7%	*	10 4%	16 5%	59 5%	4 5%
Support Royal Mail / local Post Office / I'm against privatisation	59 4%	25 3%	10 5%	22 6% a	57 4%	30 4%	57 4%	22 5%	15 4%	12 6%	36 4%	17 6%	-	10 4%	23 6%	52 4%	8 10% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
Unweighted total	1342	765	222	346	1275	813	1294	499	421	203	946	279	17	304	355	1283	121
Weighted total	1347	766	214	352	1285	750	1300	458	378	187	924	272	8	269	359	1292	75
Not considered / haven't thought about it / no time / it's not my decision	56 4%	32 4%	13 6%	12 3%	55 4%	36 5%	55 4%	17 4%	14 4%	7 4%	35 4%	9 3%	- -%	16 6%	18 5%	54 4%	7 10% b
Don't know enough about other providers and their services	52 4%	24 3%	13 6% a	13 4%	50 4%	36 5%	50 4%	20 4%	25 7% acg	8 5%	32 3%	8 3%	- -%	18 7% a	7 2%	52 4%	5 6% a
Don't know enough about what other providers offer	49 4%	28 4%	11 5%	10 3%	46 4%	33 4%	49 4%	16 3%	21 6% f	4 2%	35 4%	6 2%	* 3%	13 5%	13 4%	49 4%	1 1%
Other providers don't pick up mail in this area	27 2%	13 2%	3 1%	12 3%	24 2%	16 2%	27 2%	10 2%	10 3% f	* %	24 3% f	2 1%	3 37%	7 3%	4 1%	27 2%	- -%
Others more expensive than our current providers	23 2%	8 1%	6 3% a	9 3% a	21 2%	14 2%	21 2%	14 3% ac	9 2%	5 2%	17 2%	10 4%	* 6%	7 3%	16 4% b	21 2%	3 4%
Always been with them / always use them	23 2%	16 2% b	* % a	7 2% b	21 2%	15 2%	21 2%	11 2%	9 2%	5 3%	16 2%	6 2%	- -%	6 2%	15 4% b	21 2%	3 4%
Our customers prefer our chosen provider	22 2%	11 1%	7 3%	4 1%	21 2%	17 2%	21 2%	14 3% g	8 2%	1 1%	10 1%	5 2%	- -%	9 3%	7 2%	21 2%	1 2%
Other operators do not provide the service I need	12 1%	5 1%	4 2%	2 1%	10 1%	6 1%	11 1%	3 1%	3 1%	4 2%	8 1%	3 1%	- -%	2 1%	2 1%	11 1%	* 1%
Close to a post box	6 *%	2 *%	- -%	4 1%	6 *%	- -%	6 *%	2 *%	3 1% b	1 1% b	5 1% b	- -%	- -%	2 1%	* *% a	6 *% a	- -%
Mainly doing it electronically / on the internet	5 *%	3 *%	- -%	1 *%	3 *%	- -%	3 *%	4 1% abceg	- -%	1 1% bg	* *%	1 1%	- -%	3 1%	1 *%	3 *%	* *%

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

Significance Level: 95%

Unweighted total

Weighted total

Other providers could
not deliver to all the
areas we need

Loyalty

There aren't any others
in this area / no
competition - they have
the monopoly

Other

Don't know

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1342	765	222	346	1275	813	1294	499	421	203	946	279	17	304	355	1283	121
1347	766	214	352	1285	750	1300	458	378	187	924	272	8	269	359	1292	75
3	2	*	*	2	2	3	1	*	1	2	-	-	1	*	3	-
*%	*%	*%	*%	*%	*%	*%	*%	*%	1%	*%	-%	-%	*%	*%	*%	-%
2	2	-	-	2	2	2	-	-	-	2	-	-	-	-	2	-
*%	*%	-%	-%	*%	*%	*%	-%	-%	-%	*%	-%	-%	-%	-%	*%	-%
5	3	*	2	5	4	5	3	2	2	5	2	-	2	4	5	1
*%	*%	*%	1%	*%	1%	*%	1%	*%	1%	1%	1%	-%	1%	1%	*%	2% b
44	27	7	10	42	34	43	17	19	11	31	13	-	11	13	43	4
3%	3%	3%	3%	3%	5%	3%	4%	5%	6%	3%	5%	-%	4%	4%	3%	6%
43	19	9	12	43	27	43	20	19	7	33	11	*	13	16	43	3
3%	3%	4%	3%	3%	4%	3%	4%	5%	4%	4%	4%	6%	5%	4%	3%	4%

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	1342	1033	885	107	29	1189	1322	1150	1327	1024	1314	-	659	1317	157	125	1041	172
Weighted total	1347	1035	849	103	36	1192	1323	1136	1328	997	1320	-	662	1323	133	121	1046	174
We don't mail large enough volumes	308 23%	225 22%	204 24%	28 27%	6 16%	268 23%	302 23%	245 22%	302 23%	196 20%	304 23%	- -%	119 18%	300 23% a	28 21%	19 15%	232 22%	57 33% ab
Unaware of other providers	166 12%	130 13%	117 14%	14 13%	9 25%	139 12%	163 12%	146 13%	163 12%	139 14%	161 12%	- -%	95 14% c	165 12%	11 8%	19 16%	114 11%	33 19% b
Our chosen provider is reliable enough for our needs	156 12%	117 11%	91 11%	9 9%	1 3%	142 12%	156 12%	133 12%	156 12%	110 11%	155 12%	- -%	71 11%	153 12%	18 14%	8 6%	130 12% a	17 10%
We are near a Post Office	139 10%	111 11%	74 9%	3 3%	- -%	136 11% a	136 10%	116 10%	139 10%	100 10%	137 10%	- -%	67 10%	138 10%	12 9%	4 4%	128 12% ac	7 4%
Convenience / easier / suits our needs	137 10%	96 9%	90 11%	13 13%	4 10%	120 10%	137 10%	129 11%	137 10%	114 11%	134 10%	- -%	86 13%	134 10%	13 9%	14 12%	104 10%	20 11%
Happy / satisfied with the service from current provider	92 7%	78 7%	50 6%	3 3%	4 11%	83 7%	91 7%	76 7%	91 7%	70 7%	90 7%	- -%	57 9%	91 7%	16 12% b	9 7%	77 7%	6 4%
No need to change - no demand / requirement to change	68 5%	57 6%	38 4%	7 7%	1 3%	59 5%	68 5%	55 5%	68 5%	45 5%	67 5%	- -%	32 5%	66 5%	7 5%	7 6% c	59 6% c	2 1%
Our chosen provider is fast enough for our needs	63 5%	45 4%	37 4%	1 1%	1 3%	58 5%	63 5%	50 4%	63 5%	44 4%	62 5%	- -%	24 4%	63 5%	6 5%	3 2%	60 6% c	1 *% *
Our chosen provider is safe enough for our needs	62 5%	42 4%	32 4%	1 1%	1 3%	57 5%	62 5%	46 4%	62 5%	42 4%	61 5%	- -%	25 4%	62 5%	6 4%	3 2%	59 6% c	* *% *
Support Royal Mail / local Post Office / I'm against privatisation	59 4%	42 4%	32 4%	5 5%	2 5%	55 5%	59 4%	48 4%	59 4%	44 4%	59 4%	- -%	30 5%	59 4%	11 8% b	6 5%	44 4%	9 5%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Q55. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	1342	a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1347	1033	885	107	29	1189	1322	1150	1327	1024	1314	-	659	1317	157	125	1041	172
Weighted total		1035	849	103	36	1192	1323	1136	1328	997	1320	-	662	1323	133	121	1046	174
Not considered / haven't thought about it / no time / it's not my decision	56	47	25	4	-	52	54	50	54	47	54	-	29	56	11	4	41	11
	4%	5%	3%	4%	-%	4%	4%	4%	4%	5%	4%	-%	4%	4%	8%	3%	4%	6%
ab																		
Don't know enough about other providers and their services	52	49	36	8	1	44	49	49	49	47	50	-	36	52	5	9	33	10
	4%	5%	4%	8%	1%	4%	4%	4%	4%	5%	4%	-%	5%	4%	4%	8%	3%	6%
b				c														
Don't know enough about what other providers offer	49	33	33	1	3	45	46	39	46	36	46	-	22	44	2	6	39	4
	4%	3%	4%	1%	7%	4%	3%	3%	3%	4%	3%	-%	3%	3%	2%	5%	4%	2%
Other providers don't pick up mail in this area	27	22	21	2	1	24	27	24	27	19	27	-	11	27	-	3	24	-
	2%	2%	2%	2%	4%	2%	2%	2%	2%	2%	2%	-%	2%	2%	-%	2%	2%	-%
c																		
Others more expensive than our current providers	23	12	15	3	-	19	22	20	22	21	23	-	17	22	4	2	14	7
	2%	1%	2%	3%	-%	2%	2%	2%	2%	2%	2%	-%	3%	2%	3%	1%	1%	4%
b																		
Always been with them / always use them	23	21	14	2	3	18	21	20	23	16	20	-	14	23	4	1	17	3
	2%	2%	2%	2%	7%	2%	2%	2%	2%	2%	2%	-%	2%	2%	3%	1%	2%	2%
Our customers prefer our chosen provider	22	16	19	*	-	21	22	19	22	17	19	-	8	22	1	5	13	4
	2%	2%	2%	%	-%	2%	2%	2%	2%	2%	1%	-%	1%	2%	1%	4%	1%	2%
b																		
Other operators do not provide the service I need	12	8	9	3	*	8	12	10	12	8	12	-	5	12	1	*	8	4
	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	%	1%	2%
c																		
Close to a post box	6	5	1	*	-	6	6	2	6	6	6	-	2	6	-	-	6	*
	%	1%	%	%	-%	%	%	%	%	1%	%	-%	%	%	-%	-%	1%	%
Mainly doing it electronically / on the internet	5	*	3	3	-	1	5	*	5	1	5	-	1	5	*	-	4	*
	%	%	%	3%	-%	%	%	%	%	%	%	-%	%	%	%	-%	%	%
c																		
Other providers could not deliver to all the areas we need	3	2	3	1	-	1	3	3	3	1	3	-	1	3	*	-	1	1
	%	%	%	1%	-%	%	%	%	%	%	%	-%	%	%	%	-%	%	1%
c																		

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1342	1033	885	107	29	1189	1322	1150	1327	1024	1314	-	659	1317	157	125	1041	172
Weighted total	1347	1035	849	103	36	1192	1323	1136	1328	997	1320	-	662	1323	133	121	1046	174
Loyalty	2	2	2	-	-	2	2	2	2	2	2	-	2	2	-	-	2	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
There aren't any others in this area / no competition - they have the monopoly	5	4	2	*	*	4	5	3	5	3	5	-	*	5	2	*	4	-
	*%	*%	*%	*%	1%	*%	*%	*%	*%	*%	*%	-%	*%	*%	1% a	*%	*%	-%
Other	44	34	31	4	-	39	43	40	43	38	44	-	24	41	4	10	33	1
	3%	3%	4%	4%	-%	3%	3%	4%	3%	4%	3%	-%	4%	3%	3%	8%	3%	1%
Don't know	43	36	29	*	2	41	43	42	43	28	42	-	11	43	3	3	36	2
	3%	3%	3%	*%	4%	3%	3%	4%	3%	3%	3%	-%	2%	3% a	3%	2%	3%	1%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%	*a	*b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	-	-	1342	871	471	1223	119	1080	59	218	1115	23	138
Weighted total	-	-	1347	857	490	1214	132	1055	61	227	1109	23	130
We don't mail large enough volumes	-	-	308	212	96	277	31	231	15	47	258	2	18
	-%	-%	23%	25% b	20%	23%	24%	22%	24%	21%	23%	9%	14%
Unaware of other providers	-	-	166	111	55	149	16	107	5	31	131	4	15
	-%	-%	12%	13%	11%	12%	12%	10%	8%	14%	12%	17%	12%
Our chosen provider is reliable enough for our needs	-	-	156	103	52	148	7	138	5	22	131	1	19
	-%	-%	12%	12%	11%	12% b	6%	13%	8%	10%	12%	4%	15%
We are near a Post Office	-	-	139	78	61	110	29	118	4	15	124	3	3
	-%	-%	10%	9%	12%	9%	22% a	11%	7%	7%	11%	13%	2%
Convenience / easier / suits our needs	-	-	137	73	65	125	13	113	7	26	111	3	6
	-%	-%	10%	9%	13% a	10%	10%	11%	11%	11%	10%	14%	5%
Happy / satisfied with the service from current provider	-	-	92	49	42	76	15	75	7	14	77	5	21
	-%	-%	7%	6%	9% a	6%	12% a	7%	12%	6%	7%	23%	16%
No need to change - no demand / requirement to change	-	-	68	36	32	60	8	53	4	8	60	*	9
	-%	-%	5%	4%	7%	5%	6%	5%	6%	4%	5%	1%	7%
Our chosen provider is fast enough for our needs	-	-	63	34	29	60	3	54	4	4	57	*	5
	-%	-%	5%	4%	6%	5%	2%	5%	7%	2%	5% a	1%	4%
Our chosen provider is safe enough for our needs	-	-	62	32	30	58	4	52	4	4	56	*	7
	-%	-%	5%	4%	6% a	5%	3%	5%	7%	2%	5% a	1%	6%
Support Royal Mail / local Post Office / I'm against privatisation	-	-	59	38	21	51	8	51	1	16	43	2	5
	-%	-%	4%	4%	4%	4%	6%	5%	2%	7% b	4%	8%	4%
Not considered / haven't thought about it / no time / it's not my decision	-	-	56	37	19	52	4	46	8	6	50	*	11
	-%	-%	4%	4%	4%	4%	3%	4%	12%	3%	4%	2%	8%

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		*a	*b	c	a	b	a	b	a	b	a	b	*a	b
Unweighted total	1342	-	-	1342	871	471	1223	119	1080	59	218	1115	23	138
Weighted total	1347	-	-	1347	857	490	1214	132	1055	61	227	1109	23	130
Don't know enough about other providers and their services	52	-	-	52	41	11	50	2	33	2	18	34	-	5
	4%	-%	-%	4%	5% b	2%	4%	2%	3%	3%	8% b	3%	-%	4%
Don't know enough about what other providers offer	49	-	-	49	31	18	46	3	34	1	4	45	-	3
	4%	-%	-%	4%	4%	4%	4%	2%	3%	2%	2%	4%	-%	2%
Other providers don't pick up mail in this area	27	-	-	27	18	9	25	3	21	2	3	24	-	2
	2%	-%	-%	2%	2%	2%	2%	2%	2%	3%	1%	2%	-%	1%
Others more expensive than our current providers	23	-	-	23	13	9	23	*	15	4	7	16	3	7
	2%	-%	-%	2%	2%	2%	2%	*%	1%	7% a	3%	1%	12%	5%
Always been with them / always use them	23	-	-	23	14	8	21	2	19	4	7	16	-	3
	2%	-%	-%	2%	2%	2%	2%	1%	2%	6% a	3%	1%	-%	2%
Our customers prefer our chosen provider	22	-	-	22	12	10	19	3	20	*	1	21	-	4
	2%	-%	-%	2%	1%	2%	2%	2%	2%	1%	*%	2%	-%	3%
Other operators do not provide the service I need	12	-	-	12	9	2	11	1	9	*	1	10	-	1
	1%	-%	-%	1%	1%	*%	1%	1%	1%	*%	*%	1%	-%	*%
Close to a post box	6	-	-	6	5	1	6	*	6	-	*	6	-	2
	*%	-%	-%	*%	1%	*%	*%	*%	1%	-%	*%	1%	-%	1%
Mainly doing it electronically / on the internet	5	-	-	5	3	1	5	-	1	3	3	1	-	1
	*%	-%	-%	*%	*%	*%	*%	-%	*%	5% a	1% b	*%	-%	1%
Other providers could not deliver to all the areas we need	3	-	-	3	2	*	3	-	3	-	-	3	-	-
	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	-%	*%	-%	-%
Loyalty	2	-	-	2	2	-	2	-	2	-	2	-	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	1% b	-%	-%	-%
There aren't any others in this area / no competition - they have the monopoly	5	-	-	5	3	1	5	-	3	-	1	3	-	*
	*%	-%	-%	*%	*%	*%	*%	-%	*%	-%	1%	*%	-%	*%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
1342	*a	*b	c	a	b	a	b	a	b	a	b	*a	b
1342	-	-	1342	871	471	1223	119	1080	59	218	1115	23	138
1347	-	-	1347	857	490	1214	132	1055	61	227	1109	23	130
44	-	-	44	30	14	39	4	37	1	11	33	2	5
3%	-%	-%	3%	4%	3%	3%	3%	4%	2%	5%	3%	7%	4%
43	-	-	43	25	18	37	6	39	*	4	39	-	1
3%	-%	-%	3%	3%	4%	3%	5%	4%	1%	2%	4%	-%	1%

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

Significance Level: 95%

Unweighted total

Weighted total

We don't mail large enough volumes

Unaware of other providers

Our chosen provider is reliable enough for our needs

We are near a Post Office

Convenience / easier / suits our needs

Happy / satisfied with the service from current provider

No need to change - no demand / requirement to change

Our chosen provider is fast enough for our needs

Our chosen provider is safe enough for our needs

Support Royal Mail / local Post Office / I'm against privatisation

Not considered / haven't thought about it / no time / it's not my decision

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1342	146	2	324	332	341	345
1347	138	2	322	324	342	359
308	16	-	81	70	72	84
23%	12%	-%	25%	22%	21%	24%
166	16	1	36	55	49	26
12%	11%	73%	11%	17% ad	14% d	7%
156	20	-	34	31	52	40
12%	15%	-%	10%	10%	15% b	11%
139	6	-	36	32	35	37
10%	5%	-%	11%	10%	10%	10%
137	9	-	41	44	12	40
10%	6%	-%	13% c	14% c	3%	11% c
92	24	-	37	16	14	25
7%	18%	-%	12% bcd	5%	4%	7%
68	8	-	20	13	14	21
5%	6%	-%	6%	4%	4%	6%
63	5	-	22	5	15	21
5%	4%	-%	7% b	1% b	4% b	6% b
62	7	-	26	3	14	19
5%	5%	-%	8% bc	1%	4% b	5% b
59	6	*	8	20	16	16
4%	4%	27%	2% a	6%	5%	5%
56	11	-	13	8	12	23
4%	8%	-%	4%	2%	4%	6% b

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Table 201 (continuation)

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QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

Significance Level: 95%

Unweighted total

Weighted total

Don't know enough about other providers and their services

Don't know enough about what other providers offer

Other providers don't pick up mail in this area

Others more expensive than our current providers

Always been with them / always use them

Our customers prefer our chosen provider

Other operators do not provide the service I need

Close to a post box

Mainly doing it electronically / on the internet

Other providers could not deliver to all the areas we need

Loyalty

There aren't any others in this area / no competition - they have the monopoly

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1342	146	2	324	332	341	345
1347	138	2	322	324	342	359
52	5	-	7	15	24	6
4%	3%	-%	2%	5%	7%	2%
				d	ad	
49	3	-	2	11	16	19
4%	2%	-%	1%	4%	5%	5%
				a	a	a
27	2	-	10	7	1	10
2%	1%	-%	3%	2%	1%	3%
			c	c		c
23	8	-	5	4	6	8
2%	6%	-%	2%	1%	2%	2%
23	3	-	6	10	2	5
2%	2%	-%	2%	3%	1%	1%
				c		
22	4	-	2	*	16	4
2%	3%	-%	1%	1%	5%	1%
					abd	
12	1	-	6	1	4	*
1%	1%	-%	2%	1%	1%	1%
			d			
6	2	-	1	3	*	2
1%	1%	-%	1%	1%	1%	1%
5	1	-	1	*	3	*
1%	1%	-%	1%	1%	1%	1%
3	-	-	*	*	2	-
1%	-%	-%	1%	1%	1%	-%
2	-	-	-	-	-	2
1%	-%	-%	-%	-%	-%	1%
5	*	-	3	*	2	-
1%	1%	-%	1%	1%	1%	-%

QS5. What are the main reasons for not considering using a postal service provider other than Royal Mail or [QV5c provider] at least for some items?

Base: All those not considering another supplier

Significance Level: 95%

Unweighted total

Weighted total

Other

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1342	146	2	324	332	341	345
1347	138	2	322	324	342	359
44	5	-	12	5	7	19
3%	4%	-%	4%	2%	2%	5%
						bc
43	1	-	6	11	11	15
3%	1%	-%	2%	4%	3%	4%

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

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

TOTAL	GOR												
	East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
	a	b	c	d	e	f	g	h	i	j	k	l	m
1591	79	136	77	94	123	141	107	118	98	217	198	203	973
1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
1004	60	100	105	38	84	169	143	93	72	48	44	50	863
63%	69%	64%	65%	43%	67%	60%	63%	67%	68%	59%	62%	70%	63%
	d	d	d		d	d	d	d	d	d	d	djm	d
587	27	56	56	50	42	110	86	45	34	34	27	21	505
37%	31%	36%	35%	57%	33%	40%	37%	33%	32%	41%	38%	30%	37%
				abcefghijk									l
				lm									

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
	a	b	c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
1591	122	141	22	142	373	83	665	1527	41	15	8	64	823	768
1004	76	99	14	100	193	56	439	960	27	10	6	44	521	484
63%	62%	70%	64%	71%	52%	67%	66%	63%	67%	71%	74%	69%	63%	63%
	e	e		e		e	e					a		
587	47	42	8	41	180	27	226	567	13	4	2	20	302	285
37%	38%	30%	36%	29%	48%	33%	34%	37%	33%	29%	26%	31%	37%	37%
					bdfg			e						

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	*g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
Yes	1004	467	55	45	13	828	177	310	518	177	580	177	100	85	33	16	*
	63%	62%	75%	64%	84%	65%	57%	61%	67%	57%	62%	68%	64%	68%	54%	71%	6%
			a		ac	b			ac			e		e		e	
No	587	293	19	25	2	454	132	199	256	132	355	83	57	40	28	7	3
	37%	38%	25%	36%	16%	35%	43%	39%	33%	43%	38%	32%	36%	32%	46%	29%	94%
		bd		d			a	b		b					bdf		

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
	a	b	c	d	e	a	b	a	b	a	b	*c
1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
1004	391	38	18	19	11	931	73	898	106	796	192	16
63%	66%	66%	35%	61%	43%	63%	67%	62%	70%	62%	68%	64%
	ce	ce		c								
587	200	20	33	12	14	549	36	539	46	484	92	9
37%	34%	34%	65%	39%	57%	37%	33%	38%	30%	38%	32%	36%
			abd		ab							

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
	a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
1591	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
1004	565	149	279	948	618	966	394	326	173	694	256	7	213	304	956	71
63%	66% b	57%	61%	64% df	67%	64%	62%	71% acdfg	60%	64%	62%	62%	66%	64%	63%	62%
587	294	112	176	543	301	552	240	134	113	385	158	4	112	172	555	44
37%	34%	43% a	39%	36% e	33%	36% e	38% be	29%	40% be	36% e	38%	38%	34%	36%	37%	38%

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
1591	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
1591	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
Yes	781	641	92	31	858	988	877	993	785	988	-	524	992	122	115	719	170
63%	65%	64%	67%	71%	62%	63%	65%	63%	65%	63%	-%	64%	63%	65%	59%	61%	84%
																	ab
587	423	353	45	13	519	574	462	575	431	573	-	295	572	65	82	469	32
37%	35%	36%	33%	29%	38%	37%	35%	37%	35%	37%	-%	36%	37%	35%	41%	39%	16%
															c	c	

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
Yes	1004	85	54	857	1004	948	57	748	50	213	776	34	148
63%	58%	63%	64%	100%	-	66%	39%	62%	65%	74%	61%	63%	66%
				b		b				b			
No	587	61	32	490	-	499	88	465	28	77	499	20	77
37%	42%	37%	36%	-	100%	34%	61%	38%	35%	26%	39%	37%	34%
				a		a				a			

QF4. Over the last 12 months, has your organisation moved some mail to other communication methods?

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

Yes

No

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	^b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
1004	157	3	226	265	271	243
63%	64%	43%	58%	66%	68%	60%
				a	ad	
587	89	4	161	136	129	160
37%	36%	57%	42%	34%	32%	40%
			bc			c

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%														
Unweighted total	563	a	b	c	d	e	f	g	h	i	j	k	l	m
Weighted total	587	25	45	26	46	39	52	42	43	29	90	68	58	347
We have already moved everything that is possible to move	172	13	17	13	10	13	35	33	12	6	9	6	5	153
	29%	49%	31%	23%	20%	32%	32%	39% k	26%	17%	25%	21%	23%	30%
No reason	107	5	10	15	9	8	22	15	8	3	5	3	4	95
	18%	17%	17%	26%	18%	19%	20%	18%	18%	8%	14%	13%	20%	19%
Happy with sending things by mail	95	6	14	10	4	9	18	10	7	3	6	3	4	81
	16%	24%	25% d	19%	8%	22%	16%	11%	15%	8%	18%	13%	20%	16%
We prefer to send things to customers by mail	48	*	4	8	8	1	8	2	6	1	4	4	2	39
	8%	1%	8%	14%	16% g	3%	7%	3%	12%	4%	12%	13%	7%	8%
Do not use computers / only one that uses a computer	35	1	3	2	3	4	-	5	1	6	4	4	2	26
	6%	5%	5%	4%	5%	10% f	-%	6%	3%	19%	11% fm	14% fhm	9% f	5%
No need - do not have a large volume of mail	29	1	3	2	3	1	5	*	5	3	2	2	1	24
	5%	5%	6%	4%	5%	3%	4%	% g	11% g	8%	7%	8%	6%	5%
No alternative media that would meet my needs	14	-	-	2	3	-	3	1	3	1	*	1	*	12
	2%	-%	-%	4%	5%	-%	2%	1%	6%	4%	1%	4%	2%	2%
There is no pressure from customers for us to move	12	-	1	-	-	-	3	5	1	-	*	-	1	11
	2%	-%	3%	-%	-%	-%	2%	6% k	3%	-%	1%	-%	4%	2%
Planning to do so in the future	10	-	-	-	4	1	2	-	2	-	1	-	-	9
	2%	-%	-%	-%	8% klm	3%	2%	-%	4%	-%	3%	-%	-%	2%
Reliability / trust	9	-	1	-	1	-	3	3	*	-	1	-	-	9
	2%	-%	2%	-%	3%	-%	2%	4%	%	-%	3%	-%	-%	2%
Need to send hard copies / keep hard copies of everything we send	9	2	-	-	1	*	2	-	-	1	1	-	1	7
	1%	6%	-%	-%	3%	%	2%	-%	-%	4%	3%	-%	4%	1%
Not considered this	8	-	-	-	-	1	3	-	-	1	1	*	1	5
	1%	-%	-%	-%	-%	3%	2%	-%	-%	4%	4% m	2%	4%	1%
Other media ineffective	6	-	-	-	-	-	3	3	-	-	*	-	*	5
	1%	-%	-%	-%	-%	-%	2%	3%	-%	-%	1%	-%	2%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		*a	b	*c	d	e	f	g	h	*i	j	k	l	m
Unweighted total	563	25	45	26	46	39	52	42	43	29	90	68	58	347
Weighted total	587	27	56	56	50	42	110	86	45	34	34	27	21	505
Time or extra admin required	6 1%	- -%	3 5% m	- -%	- -%	1 3%	- -%	- -%	- -%	1 4%	* -%	- -%	* 2%	5 1%
Hassle of moving	5 1%	- -%	- -%	- -%	- -%	- -%	- -%	3 3%	2 3%	- -%	1 2%	- -%	- -%	4 1%
Customers are unwilling to give email addresses	5 1%	2 6%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	1 4%	1 3%	1 3% m	- -%	3 1%
Cost	3 1%	- -%	- -%	- -%	- -%	- -%	3 2%	- -%	- -%	- -%	- -%	* 2%	* 2%	3 1%
Lack of information about products and costs by other providers	2 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 4%	- -%	1 3% m	- -%	1 *%
The unreliability of email address lists	1 *%	- -%	- -%	- -%	* -%	- -%	- -%	- -%	1 3% m	- -%	- -%	- -%	- -%	1 *%
Contracted with postal provider / franking machine	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 5%	- -%	3 5%	5 10%	5 11% e	* -%	5 4%	5 6%	2 4%	1 4%	1 3%	3 10% j	1 2%	27 5%
Don't know	12 2%	- -%	1 2%	- -%	3 6% j	2 4%	2 2%	* -%	* 1%	3 8%	- -%	* -%	* 1%	11 2%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 203 (continuation)

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QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	563	59	46	9	37	154	28	214	448	76	25	14	115	289	274
Weighted total	587	47	42	8	41	180	27	226	567	13	4	2	20	302	285
We have already moved everything that is possible to move	172 29%	1 2%	20 48% ae	* 6%	23 57% aeg	31 17% a	11 39%	79 35% ae	164 29%	5 38%	1 31%	1 42%	7 37%	86 29%	85 30%
No reason	107 18%	13 29% bdg	2 4%	3 42%	1 3%	49 27% bdg	* 1%	39 17% bd	104 18%	3 22%	1 12%	* 15%	4 19%	52 17%	55 19%
Happy with sending things by mail	95 16%	6 12%	7 17%	2 21%	5 11%	31 17%	4 16%	36 16%	93 16%	1 9%	1 15%	* 14%	2 11%	54 18%	41 14%
We prefer to send things to customers by mail	48 8%	4 9%	2 5%	- -%	3 7%	18 10%	3 13%	15 6%	47 8%	1 5%	* 11%	* 6%	1 7%	25 8%	23 8%
Do not use computers / only one that uses a computer	35 6%	6 13% g	3 7%	- -%	4 9%	11 6%	* -%	11 5%	35 6% e	* 1%	- -%	- -%	* 1%	13 4%	22 8%
No need - do not have a large volume of mail	29 5%	3 6%	4 9%	- -%	1 3%	8 4%	4 15%	9 4%	29 5%	* 2%	* 8%	- -%	1 3%	17 6%	12 4%
No alternative media that would meet my needs	14 2%	* 1%	- -%	- -%	- -%	4 2%	2 6%	8 4%	13 2%	1 5%	- -%	- -%	1 4%	8 3%	6 2%
There is no pressure from customers for us to move	12 2%	* 1%	* %	- -%	- -%	4 2%	1 2%	4 2%	12 2%	* 3%	* 4%	- -%	1 3%	6 2%	6 2%
Planning to do so in the future	10 2%	4 9% eg	* %	- -%	1 3%	2 1%	- -%	3 1%	10 2%	* 1%	- -%	- -%	* 1%	6 2%	4 1%
Reliability / trust	9 2%	* 1%	* %	1 16%	- -%	5 3%	- -%	3 1%	9 2%	* 2%	- -%	* 8%	* 2%	7 2%	2 1%
Need to send hard copies / keep hard copies of everything we send	9 1%	1 3%	- -%	* 5%	- -%	1 1%	* 2%	5 2%	8 1%	- -%	* 3%	* 8%	* 1%	6 2%	2 1%
Not considered this	8 1%	* 1%	- -%	- -%	- -%	3 2%	- -%	4 2%	8 1%	- -%	- -%	- -%	- -%	2 1%	6 2%
Other media ineffective	6 1%	- -%	- -%	- -%	- -%	6 3% g	* 2%	- -%	6 1%	- -%	* 6%	- -%	* 1%	3 1%	3 1%
Time or extra admin required	6 1%	1 3%	- -%	- -%	- -%	3 2%	- -%	2 1%	6 1%	* 1%	- -%	- -%	* 1%	5 2%	1 %

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

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Table 203 (continuation)

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QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	*f	g	a	b	*c	*d	e	a	b
Unweighted total	563	59	46	9	37	154	28	214	448	76	25	14	115	289	274
Weighted total	587	47	42	8	41	180	27	226	567	13	4	2	20	302	285
Hassle of moving	5	2	*	-	-	2	-	*	5	*	-	-	*	-	5
	1%	4%	1%	-%	-%	1%	-%	*%	1%	2%	-%	-%	1%	-%	2%
		g													a
Customers are unwilling to give email addresses	5	*	2	*	*	1	-	*	5	*	-	-	*	1	4
	1%	1%	4%	5%	1%	1%	-%	*%	1%	2%	-%	-%	1%	*%	1%
			g												
Cost	3	-	3	-	-	-	-	1	3	-	-	-	-	1	3
	1%	-%	6%	-%	-%	-%	-%	*%	1%	-%	-%	-%	-%	*%	1%
			eg												
Lack of information about products and costs by other providers	2	1	-	*	-	-	-	*	2	-	-	-	-	*	2
	*%	3%	-%	5%	-%	-%	-%	*%	*%	-%	-%	-%	-%	*%	1%
		eg													
The unreliability of email address lists	1	1	-	-	-	*	-	-	1	-	*	-	*	1	-
	*%	3%	-%	-%	-%	*%	-%	-%	*%	-%	5%	-%	1%	*%	-%
		g													
Contracted with postal provider / franking machine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	2	-	*	4	6	2	14	30	1	-	-	1	18	13
	5%	5%	-%	5%	9%	3%	9%	6%	5%	4%	-%	-%	3%	6%	5%
					b										
Don't know	12	1	1	-	-	4	1	3	10	1	*	*	1	4	8
	2%	3%	3%	-%	-%	2%	5%	1%	2%	5%	8%	13%	7%	1%	3%
													a		

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	563	246	20	30	14	413	150	168	245	150	300	83	62	53	29	20	2
Weighted total	587	293	19	25	2	454	132	199	256	132	355	83	57	40	28	7	3
We have already moved everything that is possible to move	172	107	5	11	1	120	52	39	81	52	98	20	17	11	13	2	3
	29%	37%	25%	43%	29%	26%	39% a	20%	32% a	39% a	28%	25%	29%	27%	45%	24%	100%
No reason	107	48	3	5	*	84	23	47	37	23	71	13	9	11	2	1	-
	18%	16%	15%	20%	20%	18%	18%	24% b	15%	18%	20%	15%	16%	27%	7%	9%	-%
Happy with sending things by mail	95	40	2	4	*	79	16	35	44	16	64	11	12	5	*	2	-
	16%	14%	11%	18%	14%	17%	12%	18%	17%	12%	18%	14%	20%	12%	1%	26%	-%
We prefer to send things to customers by mail	48	21	*	1	-	42	6	11	31	6	21	9	10	5	2	*	-
	8%	7%	3%	5%	-%	9%	5%	5%	12% ac	5%	6%	10%	17% a	12%	8%	2%	-%
Do not use computers / only one that uses a computer	35	18	2	*	-	30	5	20	10	5	24	8	2	*	1	-	-
	6%	6%	9%	2%	-%	7%	4%	10% bc	4%	4%	7%	9%	3%	1%	5%	-%	-%
No need - do not have a large volume of mail	29	17	1	*	-	27	2	13	14	2	24	3	1	*	-	-	-
	5%	6%	5%	1%	-%	6% b	2% b	7% c	5%	2%	7%	4%	1% 1%	1%	-%	-%	-%
No alternative media that would meet my needs	14	2	*	-	*	8	6	6	2	6	6	1	-	4	1	1	-
	2%	1%	1%	-%	17%	2% a	5% a	3%	1%	5% b	2% 2%	2%	-%	10% abc	3%	22%	-%
There is no pressure from customers for us to move	12	4	*	-	*	12	1	11	1	1	8	3	*	1	*	-	-
	2%	2%	1%	-%	7%	3%	*% bc	5% bc	*% a	*% a	2% 2%	3% 3%	1% 1%	1% 1%	1% 1%	-%	-%
Planning to do so in the future	10	3	-	2	-	6	4	*	6	4	2	1	*	3	4	-	-
	2%	1%	-%	10% a	-%	1%	3%	*% a	2% a	3% a	1% 1%	2% 2%	*% a	7% a	13% a	-%	-%
Reliability / trust	9	5	3	-	-	9	1	3	6	1	9	-	-	1	-	-	-
	2%	2%	16%	-%	-%	2%	*% a	2% a	2% a	*% a	2% 1%	-%	-%	2% 2%	-%	-%	-%
Need to send hard copies / keep hard copies of everything we send	9	8	-	-	*	8	1	-	8	1	4	3	1	-	-	*	-
	1%	3%	-%	-%	7%	2% a	1% a	-% a	3% a	1% a	1% 1%	3% 3%	2% 2%	-% -%	-% -%	4% 4%	-%
Not considered this	8	2	-	-	-	7	*	3	5	*	7	1	-	-	-	-	-
	1%	1%	-%	-%	-%	2% a	*% a	1% a	2% a	*% a	2% 1%	2% 2%	-% -%	-% -%	-% -%	-% -%	-%
Other media ineffective	6	5	-	*	-	2	4	-	2	4	2	*	3	*	-	*	-
	1%	2%	-%	2%	-%	1% a	3% a	-% a	1% a	3% a	1% 1%	*% a	4% a	1% 1%	-% -%	7% 7%	-%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	*b	c	*d	a	b	a	b	c	a	b	c	d	*e	*f	*g
Unweighted total	563	246	20	30	14	413	150	168	245	150	300	83	62	53	29	20	2
Weighted total	587	293	19	25	2	454	132	199	256	132	355	83	57	40	28	7	3
Time or extra admin required	6 1%	1 *%	* 2%	- -%	- -%	4 1%	2 2%	1 1%	3 1%	2 2%	3 1%	3 4%	- -%	- -%	* 1%	- -%	- -%
Hassle of moving	5 1%	2 1%	- -%	- -%	- -%	5 1%	- -%	4 2%	1 *%	- -%	5 1%	* *%	- -%	- -%	- -%	- -%	- -%
Customers are unwilling to give email addresses	5 1%	4 1%	- -%	* *%	- -%	5 1%	* *%	2 1%	3 1%	* *%	4 1%	* *%	* 1%	* 1%	- -%	- -%	- -%
Cost	3 1%	1 *%	3 13%	- -%	- -%	3 1%	- -%	1 *%	3 1%	- -%	1 *%	- -%	3 4% a	- -%	- -%	- -%	- -%
Lack of information about products and costs by other providers	2 *%	- -%	- -%	- -%	- -%	2 *%	- -%	* *%	2 1%	- -%	2 *%	- -%	* 1%	- -%	- -%	- -%	- -%
The unreliability of email address lists	1 *%	- -%	- -%	1 5% a	- -%	- -%	1 1% a	- -%	- -%	1 1%	- -%	1 2% a	- -%	- -%	- -%	* 3%	- -%
Contracted with postal provider / franking machine	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	31 5%	14 5%	- -%	- -%	- -%	25 6%	6 4%	11 5%	15 6%	6 4%	17 5%	5 6%	5 9%	1 4%	2 8%	- -%	- -%
Don't know	12 2%	4 1%	- -%	- -%	* 6%	6 1%	6 4% a	2 1%	3 1%	6 4%	4 1%	3 3%	* 1%	2 4%	3 9%	* 2%	- -%

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 203 (continuation)

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QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Significance Level: 95%	563	200	28	20	11	16	529	33	516	46	463	89	10
Unweighted total	587	200	20	33	12	14	549	36	539	46	484	92	9
Weighted total													
We have already moved everything that is possible to move	172	57	6	9	6	10	150	20	144	26	128	40	2
	29%	29%	29%	29%	50%	67%	27%	56% a	27%	56% a	26%	44% a	22%
No reason	107	38	3	13	1	*	102	5	101	6	97	9	2
	18%	19%	15%	40%	11%	1%	19%	14%	19%	13%	20% b	10%	18%
Happy with sending things by mail	95	28	1	2	3	2	91	3	90	5	85	8	2
	16%	14%	4%	7%	24%	14%	17%	9%	17%	11%	18% b	9%	18%
We prefer to send things to customers by mail	48	26	2	*	-	-	46	2	45	3	38	10	*
	8%	13%	8%	1%	-%	-%	8%	5%	8%	7%	8%	11%	4%
Do not use computers / only one that uses a computer	35	10	*	-	-	-	35	-	35	-	32	3	-
	6%	5%	2%	-%	-%	-%	6%	-%	6%	-%	7%	4%	-%
No need - do not have a large volume of mail	29	11	1	2	-	*	29	-	29	*	24	5	-
	5%	6%	4%	5%	-%	1%	5%	-%	5%	1%	5%	6%	-%
No alternative media that would meet my needs	14	4	-	*	-	1	14	-	14	-	14	-	-
	2%	2%	-%	1%	-%	10%	3%	-%	3%	-%	3%	-%	-%
There is no pressure from customers for us to move	12	1	-	*	-	-	12	*	12	*	12	*	*
	2%	*%	-%	1%	-%	-%	2%	1%	2%	1%	2%	*%	5%
Planning to do so in the future	10	1	1	-	-	-	10	-	10	-	10	*	-
	2%	*%	6%	-%	-%	-%	2%	-%	2%	-%	2%	*%	-%
Reliability / trust	9	5	-	-	-	-	9	-	9	-	7	3	-
	2%	3%	-%	-%	-%	-%	2%	-%	2%	-%	1%	3%	-%
Need to send hard copies / keep hard copies of everything we send	9	5	1	-	-	-	9	-	9	-	3	5	-
	1%	2%	7%	-%	-%	-%	2%	-%	2%	-%	1%	6% a	-%
Not considered this	8	3	*	-	-	-	8	-	8	-	8	-	-
	1%	2%	2%	-%	-%	-%	1%	-%	1%	-%	2%	-%	-%
Other media ineffective	6	3	*	3	-	*	6	-	6	-	3	3	-
	1%	1%	2%	8%	-%	2%	1%	-%	1%	-%	1%	3% a	-%
Time or extra admin required	6	*	2	1	*	-	6	-	6	-	6	*	-
	1%	*%	8%	4%	3%	-%	1%	-%	1%	-%	1%	*%	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 203 (continuation)

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QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	*b	*c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	563	200	28	20	11	16	529	33	516	46	463	89	10
Weighted total	587	200	20	33	12	14	549	36	539	46	484	92	9
Hassle of moving	5	3	-	-	-	-	5	-	5	-	5	-	-
	1%	1%	-%	-%	-%	-%	1%	-%	1%	-%	1%	-%	-%
Customers are unwilling to give email addresses	5	2	*	-	-	-	3	2	3	2	3	1	2
	1%	1%	1%	-%	-%	-%	1%	4%	1%	3%	1%	1%	17%
							a	a		a			
Cost	3	3	-	-	-	*	3	-	3	-	1	3	-
	1%	1%	-%	-%	-%	3%	1%	-%	1%	-%	*%	3%	-%
											a	a	
Lack of information about products and costs by other providers	2	*	-	-	-	-	2	-	2	-	2	-	-
	*%	*%	-%	-%	-%	-%	*%	-%	*%	-%	*%	-%	-%
The unreliability of email address lists	1	1	-	-	-	*	-	1	-	1	-	1	-
	*%	1%	-%	-%	-%	2%	-%	4%	-%	3%	-%	2%	-%
							a	a		a		a	
Contracted with postal provider / franking machine	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	10	1	2	-	-	29	2	29	2	25	4	2
	5%	5%	3%	5%	-%	-%	5%	5%	5%	4%	5%	4%	18%
Don't know	12	3	2	-	1	-	10	2	10	2	9	1	1
	2%	1%	8%	-%	12%	-%	2%	5%	2%	4%	2%	1%	16%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	563	285	102	173	521	314	531	238	148	108	382	152	6	115	165	534	62
Unweighted total	587	294	112	176	543	301	552	240	134	113	385	158	4	112	172	555	44
We have already moved everything that is possible to move	172	76	34	61	153	98	159	83	35	39	106	49	1	37	67	166	22
	29%	26%	31%	35% a	28%	33%	29%	34%	26%	34%	27%	31%	20%	33%	39% b	30%	50% b
No reason	107	58	21	25	104	49	106	41	31	11	57	32	-	21	18	105	3
	18%	20%	19%	14%	19% f	16%	19% f	17%	23% fg	10%	15%	20%	-	19%	10%	19% ac	7%
Happy with sending things by mail	95	51	14	28	87	43	88	28	16	20	64	21	-	15	23	88	3
	16%	18%	13%	16%	16%	14%	16%	12%	12%	18%	17%	13%	-	13%	14%	16%	8%
We prefer to send things to customers by mail	48	19	13	16	45	30	45	23	14	8	38	16	2	9	15	45	4
	8%	6%	12%	9%	8%	10%	8%	9%	11%	7%	10%	10%	59%	8%	9%	8%	9%
Do not use computers / only one that uses a computer	35	22	3	9	33	18	34	10	5	7	29	7	-	3	8	32	6
	6%	7%	3%	5%	6%	6%	6%	4%	4%	6%	7%	4%	-	3%	5%	6%	13% ab
No need - do not have a large volume of mail	29	20	6	3	27	11	27	14	3	6	23	6	-	8	9	26	*
	5%	7% c	5%	2%	5%	4%	5%	6%	2%	5%	6% e	4%	-	7%	5%	5%	*%
No alternative media that would meet my needs	14	8	-	6	14	8	14	6	3	3	6	5	-	1	5	14	3
	2%	3%	-	4%	3%	3%	2%	2%	3%	2%	2%	3%	-	1%	3%	3%	6%
There is no pressure from customers for us to move	12	6	1	5	11	2	11	1	1	1	11	1	*	*	1	11	*
	2%	2%	1%	3%	2%	1%	2%	*%	1%	1%	3% bd	*%	4%	*%	*%	2%	1%
Planning to do so in the future	10	5	1	4	10	6	10	2	4	2	9	2	-	*	*	10	-
	2%	2%	1%	2%	2%	2%	2%	1%	3%	2%	2%	1%	-	*%	*%	2%	-
Reliability / trust	9	3	3	3	9	5	9	5	-	3	4	3	-	3	3	9	*
	2%	1%	2%	2%	2%	2%	2%	2%	-	2%	1%	2%	-	2%	2%	2%	1%
Need to send hard copies / keep hard copies of everything we send	9	4	*	4	9	4	9	6	3	1	6	*	*	6	4	9	*
	1%	1%	*%	2%	2%	1%	2%	2%	3%	1%	2%	*%	10%	5% a	2%	2%	1%
Not considered this	8	3	3	2	7	5	7	3	1	*	4	*	-	3	1	8	*
	1%	1%	3%	1%	1%	2%	1%	1%	1%	*%	1%	*%	-	3%	1%	1%	1%
Other media ineffective	6	*	3	3	4	4	4	6	6	*	5	3	-	3	5	4	*
	1%	*%	2%	2%	1%	1%	1%	3%	4%	*%	1%	2%	-	3%	3%	1%	1%

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Table 203 (continuation)

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QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Significance Level: 95%	563	285	102	173	521	314	531	238	148	108	382	152	6	115	165	534	62
Unweighted total	587	294	112	176	543	301	552	240	134	113	385	158	4	112	172	555	44
Weighted total																	
Time or extra admin required	6	2	-	4	6	5	6	3	*	2	2	2	-	2	4	6	*
	1%	1%	-%	2%	1%	2%	1%	1%	*%	1%	*%	1%	-%	1%	2%	1%	1%
Hassle of moving	5	5	-	-	5	2	5	3	2	2	4	3	-	-	2	5	-
	1%	2%	-%	-%	1%	1%	1%	1%	2%	2%	1%	2%	-%	-%	1%	1%	-%
Customers are unwilling to give email addresses	5	3	*	1	5	1	5	2	1	2	5	2	-	*	-	5	2
	1%	1%	*%	1%	1%	*%	1%	1%	*%	2%	1%	1%	-%	*%	-%	1%	4%
																	a
Cost	3	3	-	*	3	-	3	-	-	3	3	3	*	-	-	3	-
	1%	1%	-%	*%	1%	-%	1%	-%	-%	2%	1%	2%	11%	-%	-%	1%	-%
									bd								
Lack of information about products and costs by other providers	2	2	-	-	2	*	2	*	-	*	2	*	-	-	*	2	-
	*%	1%	-%	-%	*%	*%	*%	*%	-%	*%	*%	*%	-%	-%	*%	*%	-%
The unreliability of email address lists	1	1	-	*	1	1	1	1	1	1	1	1	-	-	1	1	-
	*%	*%	-%	*%	*%	*%	*%	1%	1%	1%	*%	1%	-%	-%	1%	*%	-%
Contracted with postal provider / franking machine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	15	10	6	31	16	31	10	12	5	23	5	3	5	11	30	4
	5%	5%	9%	3%	6%	5%	6%	4%	9%	4%	6%	3%	69%	4%	6%	5%	9%
Don't know	12	1	6	4	10	7	10	5	2	2	7	5	-	1	1	10	-
	2%	*%	6%	2%	2%	2%	2%	2%	1%	2%	2%	3%	-%	1%	*%	2%	-%
			a														

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 203 (continuation)

Page 1834

QF5. Why have you not moved any mail to other communication methods in the last 12 months?**Base: All who have not moved some mail to other communication methods**

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Unweighted total	563	406	355	38	12	501	552	462	555	420	550	-	280	550	74	76	451	33
Weighted total	587	423	353	45	13	519	574	462	575	431	573	-	295	572	65	82	469	32
We have already moved everything that is possible to move	172 29%	134 32%	95 27%	13 30%	3 24%	152 29%	170 30%	147 32%	170 30%	132 31%	168 29%	- -%	112 38% b	168 29%	30 46% b	22 27%	138 29%	12 37%
No reason	107 18%	82 19%	59 17%	6 13%	1 10%	98 19%	104 18%	78 17%	104 18%	68 16%	105 18%	- -%	39 13% c	102 18% c	2 3%	21 25%	81 17%	3 10%
Happy with sending things by mail	95 16%	53 12%	64 18% a	8 18%	3 20%	85 16%	89 15%	69 15%	89 15%	71 16%	90 16%	- -%	35 12%	94 16%	7 11%	8 10%	78 17%	7 23%
We prefer to send things to customers by mail	48 8%	31 7%	33 9%	3 6%	- -%	45 9%	48 8%	38 8%	48 8%	41 10%	48 8%	- -%	23 8%	48 8%	5 8%	8 10%	39 8%	1 3%
Do not use computers / only one that uses a computer	35 6%	27 6%	20 6%	3 6%	4 29%	29 6%	34 6%	30 6%	35 6%	24 6%	34 6%	- -%	15 5%	35 6%	5 8%	2 2%	32 7%	1 4%
No need - do not have a large volume of mail	29 5%	22 5%	15 4%	1 3%	* 4%	27 5%	29 5%	25 5%	29 5%	20 5%	29 5%	- -%	17 6%	28 5%	2 3%	1 1%	29 6%	- -%
No alternative media that would meet my needs	14 2%	9 2%	13 4%	5 12% c	- -%	9 2%	14 2%	12 3%	14 2%	10 2%	14 2%	- -%	8 3%	14 2%	1 1%	4 5%	10 2%	- -%
There is no pressure from customers for us to move	12 2%	10 2%	4 1%	- -%	- -%	12 2%	12 2%	7 1%	12 2%	6 1%	12 2%	- -%	6 2%	12 2%	1 1%	* 1%	12 3%	- -%
Planning to do so in the future	10 2%	6 1%	10 3%	- -%	- -%	10 2%	10 2%	7 2%	10 2%	8 2%	10 2%	- -%	6 2%	10 2%	- -%	- -%	7 2%	3 9% ab
Reliability / trust	9 2%	8 2%	8 2%	- -%	- -%	9 2%	9 2%	6 1%	9 2%	9 2%	9 2%	- -%	5 2%	9 2%	3 4%	- -%	7 1%	3 8% ab
Need to send hard copies / keep hard copies of everything we send	9 1%	6 1%	6 2%	- -%	- -%	9 2%	9 2%	7 2%	9 2%	5 1%	8 1%	- -%	5 2%	9 2%	1 1%	4 5% b	5 1%	- -%
Not considered this	8 1%	8 2%	2 1%	- -%	* 3%	8 1%	8 1%	6 1%	8 1%	8 2%	8 1%	- -%	5 2%	8 1%	* 1%	* 1%	7 1%	* 1%
Other media ineffective	6 1%	1 %	3 1%	- -%	- -%	6 1%	6 1%	6 1%	6 1%	6 1%	6 1%	- -%	6 2%	6 1%	3 4% b	* %	6 1%	- -%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 203 (continuation)

Page 1835

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																		
Unweighted total	563	a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Weighted total	587	406	355	38	12	501	552	462	555	420	550	-	280	550	74	76	451	33
Time or extra admin required	6	5	5	45	13	519	574	462	575	431	573	-	295	572	65	82	469	32
	1%	1%	1%	3%	-	3%	1%	1%	1%	1%	1%	-	1%	1%	-	*	4	2
					-	1%						-			-	%	1%	5%
																		b
Hassle of moving	5	4	3	2	-	3	5	3	5	3	5	-	3	5	2	-	5	-
	1%	1%	1%	5%	-	1%	1%	1%	1%	1%	1%	-	1%	1%	4%	-	1%	-
				c											b			
Customers are unwilling to give email addresses	5	1	3	*	1	2	5	3	5	4	5	-	4	5	2	*	4	-
	1%	%	1%	1%	10%	%	1%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	-
Cost	3	3	*	-	-	3	3	3	3	*	3	-	-	3	-	3	1	-
	1%	1%	%	-	-	1%	1%	1%	1%	%	1%	-	-	1%	-	3%	%	-
																b		
Lack of information about products and costs by other providers	2	2	*	-	-	2	2	*	2	1	2	-	1	2	-	-	2	-
	%	%	%	-	-	%	%	%	%	%	%	-	%	%	-	-	%	-
The unreliability of email address lists	1	1	1	-	-	1	1	*	1	1	1	-	1	1	1	1	-	-
	%	%	%	-	-	%	%	%	%	%	%	-	1%	%	2%	2%	-	-
															b	b		
Contracted with postal provider / franking machine	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	31	21	23	1	-	28	31	26	31	29	31	-	16	29	2	5	25	*
	5%	5%	7%	3%	-	5%	5%	6%	5%	7%	5%	-	5%	5%	4%	7%	5%	1%
Don't know	12	8	9	-	-	10	12	9	12	9	12	-	4	12	3	5	6	-
	2%	2%	2%	-	-	2%	2%	2%	2%	2%	2%	-	1%	2%	4%	7%	1%	-

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 203 (continuation)

Page 1836

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	*a	b	a	b	a	*b	a	b	*a	b
Unweighted total	563	52	33	471	-	563	485	78	461	23	78	474	15	78
Weighted total	587	61	32	490	-	587	499	88	465	28	77	499	20	77
We have already moved everything that is possible to move	172 29%	34 56% c	12 38%	122 25%	- -%	172 29%	170 34% b	1 1%	139 30%	8 30%	17 22%	151 30%	8 39%	33 43%
No reason	107 18%	4 6%	2 8%	101 21% a	- -%	107 18%	85 17%	22 26%	92 20%	3 10%	14 18%	92 18%	- -%	10 13%
Happy with sending things by mail	95 16%	5 9%	5 14%	84 17%	- -%	95 16%	76 15%	18 21%	78 17%	4 15%	8 10%	86 17%	3 16%	6 8%
We prefer to send things to customers by mail	48 8%	4 7%	* 1%	43 9%	- -%	48 8%	40 8%	8 9%	41 9%	1 2%	11 14% b	36 7%	3 14%	7 10%
Do not use computers / only one that uses a computer	35 6%	2 3%	- -%	33 7%	- -%	35 6%	15 3%	20 22% a	31 7%	- -%	1 1%	34 7% a	2 12%	1 1%
No need - do not have a large volume of mail	29 5%	3 5%	2 5%	25 5%	- -%	29 5%	27 5%	2 2%	20 4%	2 6%	8 10% b	22 4%	- -%	3 4%
No alternative media that would meet my needs	14 2%	1 2%	* 1%	12 3%	- -%	14 2%	14 3%	- -%	8 2%	2 8%	7 9% b	7 1%	- -%	- -%
There is no pressure from customers for us to move	12 2%	* 1%	- -%	12 2%	- -%	12 2%	9 2%	3 4%	4 1%	2 9%	* %	11 2%	- -%	1 1%
Planning to do so in the future	10 2%	- -%	2 5%	9 2%	- -%	10 2%	9 2%	1 2%	6 1%	- -%	2 2%	9 2%	- -%	* %
Reliability / trust	9 2%	1 2%	3 8% c	6 1%	- -%	9 2%	9 2%	- -%	8 2%	* 1%	- -%	9 2%	3 13%	* %
Need to send hard copies / keep hard copies of everything we send	9 1%	- -%	- -%	9 2%	- -%	9 1%	7 1%	1 2%	9 2%	* 1%	4 5% b	5 1%	- -%	5 7%
Not considered this	8 1%	- -%	- -%	8 2%	- -%	8 1%	6 1%	2 2%	7 2%	- -%	3 4% b	5 1%	- -%	- -%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

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Table 203 (continuation)

Page 1837

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	*a	b	a	b	a	*b	a	b	*a	b
Unweighted total	563	52	33	471	-	563	485	78	461	23	78	474	15	78
Weighted total	587	61	32	490	-	587	499	88	465	28	77	499	20	77
Other media ineffective	6	*	-	6	-	6	6	-	3	3	1	5	-	3
	1%	1%	-%	1%	-%	1%	1%	-%	1%	9%	1%	1%	-%	4%
Time or extra admin required	6	-	2	4	-	6	5	1	4	-	2	4	-	*
	1%	-%	7%	1%	-%	1%	1%	1%	1%	-%	3%	1%	-%	*%
			c											
Hassle of moving	5	-	-	5	-	5	1	4	5	-	2	3	-	-
	1%	-%	-%	1%	-%	1%	*%	5%	1%	-%	3%	1%	-%	-%
							a				b			
Customers are unwilling to give email addresses	5	2	*	3	-	5	5	-	2	-	-	3	-	2
	1%	3%	1%	1%	-%	1%	1%	-%	*%	-%	-%	1%	-%	3%
Cost	3	-	3	1	-	3	3	1	3	-	*	3	3	-
	1%	-%	8%	*%	-%	1%	1%	1%	1%	-%	1%	1%	13%	-%
			ac											
Lack of information about products and costs by other providers	2	-	-	2	-	2	2	-	2	-	*	2	-	-
	*%	-%	-%	*%	-%	*%	*%	-%	*%	-%	1%	*%	-%	-%
The unreliability of email address lists	1	1	-	-	-	1	1	-	1	-	-	1	*	1
	*%	2%	-%	-%	-%	*%	*%	-%	*%	-%	-%	*%	1%	2%
		c												
Contracted with postal provider / franking machine	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	31	6	1	24	-	31	28	3	24	1	6	24	-	6
	5%	9%	5%	5%	-%	5%	6%	4%	5%	5%	8%	5%	-%	7%
Don't know	12	1	1	8	-	12	8	4	8	1	-	10	-	2
	2%	2%	5%	2%	-%	2%	2%	4%	2%	5%	-%	2%	-%	3%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 203 (continuation)

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QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total	563	83	2	153	130	121	159
Weighted total	587	89	4	161	136	129	160
We have already moved everything that is possible to move	172 29%	37 41%	4 100%	55 34%	35 25%	39 30%	44 27%
No reason	107 18%	10 12%	- -%	19 12%	19 14%	38 30%	30 19%
					abd		
Happy with sending things by mail	95 16%	10 11%	- -%	19 11%	20 15%	20 15%	36 23% a
We prefer to send things to customers by mail	48 8%	9 10%	- -%	14 8%	21 15% cd	7 6%	6 4%
Do not use computers / only one that uses a computer	35 6%	3 4%	- -%	15 9% c	7 5%	3 2%	11 7%
No need - do not have a large volume of mail	29 5%	3 4%	- -%	8 5%	9 7% c	2 2%	10 6% c
No alternative media that would meet my needs	14 2%	- -%	- -%	5 3%	6 4%	2 1%	1 1%
There is no pressure from customers for us to move	12 2%	1 1%	- -%	5 3%	* *%	4 3%	3 2%
Planning to do so in the future	10 2%	* *%	- -%	3 2%	3 2%	* *%	4 3%
Reliability / trust	9 2%	3 3%	- -%	2 1%	3 2%	3 2%	1 1%
Need to send hard copies / keep hard copies of everything we send	9 1%	5 6%	- -%	* *%	3 3%	- -%	5 3%
Not considered this	8 1%	- -%	- -%	* *%	5 4% a	1 1%	1 1%
Other media ineffective	6 1%	3 3%	- -%	- -%	3 2%	- -%	3 2%
Time or extra admin required	6 1%	- -%	- -%	3 2%	- -%	3 3% d	- -%
Columns Tested: a,b - a,b,c,d							

QF5. Why have you not moved any mail to other communication methods in the last 12 months?

Base: All who have not moved some mail to other communication methods

Significance Level: 95%

Unweighted total

Weighted total

Hassle of moving

Customers are unwilling
to give email addresses

Cost

Lack of information
about products and costs
by other providers

The unreliability of
email address lists

Contracted with postal
provider / franking
machine

Other

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
563	83	2	153	130	121	159
587	89	4	161	136	129	160
5	-	-	2	2	*	-
1%	-%	-%	2%	2%	*%	-%
5	2	-	2	2	*	1
1%	2%	-%	1%	2%	*%	*%
3	-	-	*	3	*	-
1%	-%	-%	*%	2%	*%	-%
2	-	-	-	-	2	*
*%	-%	-%	-%	-%	1%	*%
1	1	-	1	*	-	-
*%	2%	-%	1%	*%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
31	6	-	13	6	6	6
5%	6%	-%	8%	5%	5%	4%
12	2	-	6	2	2	2
2%	2%	-%	4%	1%	1%	1%

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1028	54	91	51	48	84	89	65	75	69	127	130	145	626
Weighted total	1004	60	100	105	38	84	169	143	93	72	48	44	50	863
Quicker	462	26	40	72	21	32	63	66	43	36	24	20	19	399
	46%	43%	40%	69% abefghj klm	54%	39%	37%	46%	46%	51%	51% l	45%	39%	46%
Cost saving	408	29	50	48	17	25	64	56	33	33	14	17	22	355
	41%	49% ej	50% ej	46% j	45%	30%	38%	39%	35%	46% ej	29%	39%	44% ej	41% ej
Customer preferences	238	20	18	10	8	25	47	37	26	9	13	13	10	201
	24%	34% bcl	18%	10%	20%	30% cl	28% cl	26% c	28% cl	13%	27% cl	31% bcl	21%	23% cl
Convenience / ease of use	149	11	7	21	8	16	32	21	8	9	6	4	6	132
	15%	18% b	7%	20% b	21% bhk	19% bk	19% bk	14%	9%	13%	13%	10%	13%	15% b
Price of postage	45	-	5	-	*	5	15	5	7	3	1	1	2	41
	4%	-%	5%	-%	*%	7%	9% acdk	4%	7% a	4%	3%	2%	3%	5%
Reduce admin time spent on alternative media	35	2	3	8	2	*	6	-	5	4	3	1	2	29
	3%	3%	3%	8% eg	4%	*%	3%	-%	5%	6% e	5% e	2%	5%	3%
Proof of delivery / know it has got there / reliable	28	*	1	7	1	3	8	3	2	1	1	1	1	27
	3%	*%	1%	7% jl	3%	3%	5%	2%	2%	2%	1%	2%	1%	3%
Environmental reasons	25	4	3	2	-	3	5	3	2	2	*	*	1	24
	3%	7% jkl	3%	2%	-%	4%	3%	2%	2%	2%	1%	1%	1%	3%
Everyone else is doing it / client's like this method	21	*	2	3	-	-	8	2	2	1	1	1	2	18
	2%	*%	2%	2%	-%	-%	5% e	2%	2%	2%	3%	1%	4%	2%
Speed - instantaneous / fast response	16	2	-	-	1	1	3	2	4	1	*	*	*	15
	2%	3%	-%	-%	3%	2%	2%	2%	4% b	2%	1%	1%	1%	2%
Unreliable postal service	13	1	-	-	-	2	5	3	2	*	-	*	*	12
	1%	2%	-%	-%	-%	2%	3%	2%	2%	*%	-%	1%	1%	1%
Security / data protection	7	-	-	-	*	-	6	-	*	-	-	*	-	6
	1%	-%	-%	-%	1%	-%	3% jlm	-%	*%	-%	-%	1%	-%	1%
Increase in postal prices	6	-	-	-	-	1	5	-	-	-	*	-	-	6
	1%	-%	-%	-%	-%	2%	3% l	-%	-%	-%	*%	-%	-%	1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1028	54	91	51	48	84	89	65	75	69	127	130	145	626
Weighted total	1004	60	100	105	38	84	169	143	93	72	48	44	50	863
More efficient	5 1%	* *%	1 1%	- -%	* *%	* *%	* *%	3 2%	- -%	- -%	- -%	* 1%	- -%	5 1%
Forced to by colleagues / system changes in the company	5 *%	- -%	2 2%	- -%	- -%	2 2%	- -%	- -%	- -%	- -%	* 1%	* *%	1 2%	3 *%
Good for sending invoices /attachments	2 *%	* *%	2 2% m	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	* 1%	2 *%
Offers more creative choices	2 *%	- -%	2 2% m	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	* *%	- -%	2 *%
Company budget has been diverted to other media	1 *%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	1 1% m	* 1% m	- -%	- -%
Royal Mail strike action	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
For BACS transfers	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%	- -%
Other	22 2%	- -%	5 5%	- -%	- -%	3 3%	6 4%	3 2%	- -%	1 2%	1 1%	2 4%	1 3%	18 2%
Don't know	7 1%	* *%	- -%	5 5% bejklm	1 3% jkl	- -%	* *%	- -%	- -%	- -%	- -%	- -%	- -%	7 1%
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 204 (continuation)

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QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	*c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1028	67	121	14	95	212	47	448	755	173	63	37	273	512	516
Weighted total	1004	76	99	14	100	193	56	439	960	27	10	6	44	521	484
Quicker	462	37	43	4	51	83	29	202	441	13	4	4	21	276	186
	46%	50%	44%	25%	50%	43%	52%	46%	46%	48%	41%	57%	47%	53%	38%
Cost saving	408	26	51	5	41	79	28	168	390	11	4	3	18	216	192
	41%	35%	51%	32%	41%	41%	49%	38%	41%	41%	39%	47%	42%	41%	40%
Customer preferences	238	15	27	4	29	59	13	82	229	6	2	*	8	112	126
	24%	20%	27%	30%	28%	31%	23%	19%	24%	21%	20%	6%	19%	22%	26%
			g		g	g			d	d					
Convenience / ease of use	149	14	13	5	10	19	9	71	145	2	*	1	4	72	77
	15%	19%	13%	39%	10%	10%	16%	16%	15%	8%	4%	17%	8%	14%	16%
		e						e	bce			c			
Price of postage	45	5	4	-	4	15	-	17	42	2	1	1	3	19	25
	4%	6%	4%	-%	4%	8%	-%	4%	4%	6%	7%	8%	6%	4%	5%
						g									
Reduce admin time spent on alternative media	35	5	1	-	-	10	*	18	33	2	*	*	2	24	11
	3%	7%	1%	-%	-%	5%	*%	4%	3%	6%	5%	3%	5%	5%	2%
		bd				bd		d						b	
Proof of delivery / know it has got there / reliable	28	-	2	-	1	5	3	17	28	1	-	*	1	23	5
	3%	-%	2%	-%	1%	3%	5%	4%	3%	2%	-%	3%	2%	5%	1%
														b	
Environmental reasons	25	-	2	-	*	2	-	19	24	*	*	*	1	19	6
	3%	-%	2%	-%	*%	1%	-%	4%	2%	2%	4%	8%	3%	4%	1%
								de				ab		b	
Everyone else is doing it / client's like this method	21	3	*	-	*	2	3	12	21	*	*	-	1	6	16
	2%	4%	*%	-%	*%	1%	6%	3%	2%	1%	2%	-%	1%	1%	3%
							bde							a	
Speed - instantaneous / fast response	16	-	*	-	3	2	-	11	16	-	-	-	-	6	11
	2%	-%	*%	-%	3%	1%	-%	2%	2%	-%	-%	-%	-%	1%	2%
									e						
Unreliable postal service	13	1	1	-	3	5	-	3	13	*	*	-	1	4	9
	1%	2%	1%	-%	3%	3%	-%	1%	1%	1%	2%	-%	1%	1%	2%
						g									
Security / data protection	7	-	-	-	*	1	-	6	6	*	-	*	1	6	*
	1%	-%	-%	-%	*%	*%	-%	1%	1%	2%	-%	3%	1%	1%	*%
														b	
Increase in postal prices	6	-	-	-	-	2	-	1	6	*	-	-	*	6	-
	1%	-%	-%	-%	-%	1%	-%	*%	1%	*%	-%	-%	*%	1%	-%

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Table 204 (continuation)

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QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Industry							Business Size					Urbanity	
		Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
Significance Level: 95%		a	b	c	d	e	f	g	a	b	c	d	e	a	b
Unweighted total	1028	67	121	14	95	212	47	448	755	173	63	37	273	512	516
Weighted total	1004	76	99	14	100	193	56	439	960	27	10	6	44	521	484
More efficient	5	-	*	-	-	1	-	4	4	1	*	-	1	1	5
	1%	-%	*%	-%	-%	1%	-%	1%	*%	3%	3%	-%	2%	*%	1%
										a	a		a		
Forced to by colleagues / system changes in the company	5	-	2	-	*	1	*	2	4	*	*	-	1	3	2
	*%	-%	2%	-%	*%	*%	1%	*%	*%	1%	2%	-%	1%	1%	*%
Good for sending invoices /attachments	2	-	-	-	*	-	-	1	2	*	-	-	*	2	*
	*%	-%	-%	-%	*%	-%	-%	*%	*%	1%	-%	-%	1%	*%	*%
Offers more creative choices	2	-	-	-	-	-	-	2	2	*	-	-	*	*	2
	*%	-%	-%	-%	-%	-%	-%	*%	*%	*%	-%	-%	*%	*%	*%
Company budget has been diverted to other media	1	-	-	-	*	*	-	*	1	*	-	-	*	1	*
	*%	-%	-%	-%	*%	*%	-%	*%	*%	*%	-%	-%	*%	*%	*%
Royal Mail strike action	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	22	3	2	-	5	2	-	10	21	*	*	*	1	8	14
	2%	3%	2%	-%	5%	1%	-%	2%	2%	1%	2%	7%	2%	2%	3%
				e								abe			
Don't know	7	-	-	-	-	*	1	5	6	*	-	*	*	2	5
	1%	-%	-%	-%	-%	*%	2%	1%	1%	1%	-%	3%	1%	*%	1%

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1028	402	54	67	32	769	259	278	491	259	496	192	121	120	47	41	1
Weighted total	1004	467	55	45	13	828	177	310	518	177	580	177	100	85	33	16	*
Quicker	462	204	23	21	6	390	71	156	235	71	292	71	41	37	10	6	*
	46%	44%	42%	46%	43%	47%	40%	50%	45%	40%	50%	40%	41%	44%	32%	37%	100%
Cost saving	408	196	28	24	6	337	71	134	202	71	246	69	39	30	9	6	-
	41%	42%	50%	53%	48%	41%	40%	43%	39%	40%	42%	39%	39%	35%	28%	37%	-%
Customer preferences	238	114	10	5	2	195	43	69	126	43	127	48	23	22	11	6	-
	24%	24%	18%	11%	13%	24%	24%	22%	24%	24%	22%	27%	23%	26%	35%	35%	-%
Convenience / ease of use	149	91	3	10	-	129	19	61	68	19	97	28	9	9	2	2	-
	15%	19%	5%	22%	-%	16%	11%	20%	13%	11%	17%	16%	9%	11%	6%	14%	-%
Price of postage	45	21	5	1	2	29	16	8	21	16	25	8	2	5	3	*	-
	4%	5%	10%	2%	15%	4%	9%	3%	4%	9%	4%	4%	2%	6%	9%	2%	-%
Reduce admin time spent on alternative media	35	25	*	2	*	31	4	14	17	4	23	5	2	3	*	*	-
	3%	5%	1%	4%	4%	4%	2%	5%	3%	2%	4%	3%	2%	3%	1%	1%	-%
Proof of delivery / know it has got there / reliable	28	17	3	*	*	22	7	12	10	7	17	4	4	*	3	*	-
	3%	4%	6%	1%	1%	3%	4%	4%	2%	4%	3%	2%	4%	1%	10%	1%	-%
Environmental reasons	25	7	2	1	*	19	6	8	11	6	16	8	1	*	*	*	-
	3%	1%	4%	3%	1%	2%	4%	3%	2%	4%	3%	5%	1%	1%	1%	1%	-%
Everyone else is doing it / client's like this method	21	11	-	*	*	20	1	7	13	1	11	3	7	1	-	-	-
	2%	2%	-%	1%	4%	2%	1%	2%	3%	1%	2%	1%	7%	1%	-%	-%	-%
Speed - instantaneous / fast response	16	10	-	1	-	14	3	5	9	3	10	4	-	2	-	-	-
	2%	2%	-%	2%	-%	2%	1%	2%	2%	1%	2%	2%	-%	2%	-%	-%	-%
Unreliable postal service	13	3	3	-	*	10	3	3	7	3	11	*	-	1	2	-	-
	1%	1%	5%	-%	1%	1%	2%	1%	1%	2%	2%	1%	-%	1%	5%	-%	-%
Security / data protection	7	*	-	*	-	4	3	-	4	3	4	*	-	-	3	*	-
	1%	1%	-%	1%	-%	1%	2%	-%	1%	2%	1%	1%	-%	-%	8%	1%	-%
Increase in postal prices	6	2	-	-	-	1	5	1	-	5	6	-	-	-	*	-	-
	1%	1%	-%	-%	-%	1%	3%	1%	-%	3%	1%	-%	-%	-%	1%	-%	-%
More efficient	5	4	-	*	*	4	1	-	4	1	*	-	4	1	*	*	-
	1%	1%	-%	1%	3%	1%	1%	-%	1%	1%	1%	-%	4%	1%	1%	1%	-%

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters							
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+	
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g	
Unweighted total	1028	402	54	67	32	769	259	278	491	259	496	192	121	120	47	41	1	
Weighted total	1004	467	55	45	13	828	177	310	518	177	580	177	100	85	33	16	*	
Forced to by colleagues / system changes in the company	5	4	-	*	-	4	1	2	3	1	2	1	1	-	*	*	-	
	%	1%	-%	%	-%	1%	%	1%	1%	%	%	1%	1%	-%	1%	1%	-%	
Good for sending invoices / attachments	2	2	*	-	-	2	*	2	*	*	2	*	-	*	-	-	-	
	%	%	%	-%	-%	%	%	1%	%	%	%	%	-%	1%	-%	-%	-%	
Offers more creative choices	2	2	-	*	-	-	2	-	-	2	-	-	-	-	2	*	-	
	%	%	-%	%	-%	-%	1%	-%	-%	1%	-%	-%	-%	-%	5%	1%	-%	
							a			b					abcd			
Company budget has been diverted to other media	1	1	-	-	-	1	-	1	*	-	1	-	-	-	-	-	-	
	%	%	-%	-%	-%	%	-%	%	%	-%	%	-%	-%	-%	-%	-%	-%	
Royal Mail strike action	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	
Other	22	15	-	-	*	19	3	10	9	3	13	7	1	*	-	-	-	
	2%	3%	-%	-%	1%	2%	1%	3%	2%	1%	2%	4%	1%	%	-%	-%	-%	
												d						
Don't know	7	3	-	-	-	7	*	*	6	*	5	-	1	-	*	-	-	
	1%	1%	-%	-%	-%	1%	%	%	1%	%	1%	-%	1%	-%	1%	-%	-%	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

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Table 204 (continuation)

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QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	1028	409	49	32	22	16	951	77	916	112	813	198	17
Weighted total	1004	391	38	18	19	11	931	73	898	106	796	192	16
Quicker	462	184	9	9	5	7	428	34	415	47	380	76	6
	46%	47% b	23%	50% b	28%	67%	46%	46%	46%	44%	48% b	39%	34%
Cost saving	408	167	19	7	4	6	378	30	367	41	319	82	7
	41%	43%	50%	37%	23%	53%	41%	41%	41%	39%	40%	43%	41%
Customer preferences	238	89	13	3	4	1	223	15	216	22	189	46	3
	24%	23%	33%	18%	20%	12%	24%	20%	24%	21%	24%	24%	18%
Convenience / ease of use	149	54	5	3	3	1	136	12	132	17	115	34	-
	15%	14%	14%	15%	16%	13%	15%	17%	15%	16%	14%	18%	-%
Price of postage	45	20	3	2	*	1	40	5	36	9	35	8	2
	4%	5%	9%	9%	1%	6%	4%	6%	4%	8% a	4%	4%	11%
Reduce admin time spent on alternative media	35	16	1	-	3	-	32	3	32	3	25	8	1
	3%	4%	3%	-%	15%	-%	3%	4%	4%	3%	3%	4%	8%
Proof of delivery / know it has got there / reliable	28	11	-	*	-	*	24	4	21	7	21	6	1
	3%	3%	-%	2%	-%	2%	3%	6%	2%	7% a	3%	3%	8%
Environmental reasons	25	10	2	2	-	*	22	3	22	4	22	3	*
	3%	3%	4%	9%	-%	2%	2%	4%	2%	3%	3%	2%	2%
Everyone else is doing it / client's like this method	21	7	-	-	*	-	21	*	21	*	21	*	-
	2%	2%	-%	-%	1%	-%	2%	*%	2%	*%	3% b	*%	-%
Speed - instantaneous / fast response	16	5	-	*	-	*	16	*	16	*	16	-	*
	2%	1%	-%	3%	-%	4%	2%	1%	2%	*%	2% b	-%	3%
Unreliable postal service	13	7	*	-	-	-	13	-	12	1	12	1	-
	1%	2%	1%	-%	-%	-%	1%	-%	1%	1%	1%	1%	-%
Security / data protection	7	6	-	-	*	-	7	-	7	-	6	*	-
	1%	2%	-%	-%	1%	-%	1%	-%	1%	-%	1%	*%	-%
Increase in postal prices	6	*	5	-	-	-	4	2	4	2	4	2	-
	1%	*%	13% ac	-%	-%	-%	*%	3% a	*%	2% a	*%	1%	-%
More efficient	5	3	*	*	-	-	5	*	5	*	2	3	-
	1%	1%	*%	1%	-%	-%	1%	*%	1%	*%	*%	2% a	-%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 204 (continuation)

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QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
	1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%	a	b	c	*d	*e	a	b	a	b	a	b	*c
Unweighted total	409	49	32	22	16	951	77	916	112	813	198	17
Weighted total	1028	1004	391	38	18	19	73	898	106	796	192	16
Forced to by colleagues / system changes in the company	5	1	*	-	*	*	*	5	*	5	*	-
	%	%	1%	-%	1%	1%	1%	1%	%	1%	%	-%
Good for sending invoices /attachments	2	2	-	-	-	-	-	2	*	2	*	-
	%	1%	-%	-%	-%	-%	-%	%	%	%	%	-%
Offers more creative choices	2	2	*	-	-	-	-	2	-	2	*	-
	%	%	%	-%	-%	-%	-%	%	-%	%	%	-%
Company budget has been diverted to other media	1	-	-	-	-	-	-	1	-	1	-	-
	%	-%	-%	-%	-%	-%	-%	%	-%	%	-%	-%
Royal Mail strike action	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	22	6	2	-	-	*	*	20	2	20	2	-
	2%	2%	5%	-%	-%	1%	3%	2%	2%	2%	1%	-%
Don't know	7	4	*	-	-	-	-	4	3	4	-	3
	1%	1%	%	-%	-%	-%	3%	%	2%	1%	-%	16%
							a		a			
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c												

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1028	578	168	275	971	677	990	437	367	191	735	276	14	237	307	981	109
Weighted total	1004	565	149	279	948	618	966	394	326	173	694	256	7	213	304	956	71
Quicker	462	274	65	118	435	297	444	180	163	62	331	105	2	108	142	438	28
	46%	48%	44%	42%	46% f	48% f	46% f	46% f	50% f	36%	48% f	41%	26%	51% a	47%	46%	39%
Cost saving	408	241	62	103	385	258	391	157	143	64	281	108	4	90	138	385	26
	41%	43%	42%	37%	41%	42%	40%	40%	44%	37%	41%	42%	65%	42%	45%	40%	37%
Customer preferences	238	118	36	81	231	152	234	96	78	45	184	67	2	42	71	232	18
	24%	21%	25%	29% a	24%	25%	24%	24%	24%	26%	27%	26%	26%	20%	23%	24%	26%
Convenience / ease of use	149	82	13	50	145	87	146	61	36	34	94	36	1	30	57	147	11
	15%	15%	9%	18% b	15% e	14%	15% e	15%	11%	19% eg	14%	14%	22%	14%	19%	15%	15%
Price of postage	45	21	10	11	38	33	40	24	17	11	26	15	*	10	10	40	3
	4%	4%	7%	4%	4%	5%	4%	6%	5%	6%	4%	6%	7%	5%	3%	4%	4%
Reduce admin time spent on alternative media	35	23	4	8	31	24	32	13	16	1	27	11	-	9	7	31	*
	3%	4%	2%	3%	3%	4% f	3%	3%	5% f	1%	4% f	4%	-%	4%	2%	3%	*%
Proof of delivery / know it has got there / reliable	28	19	4	5	22	17	26	10	7	10	16	10	*	2	11	25	1
	3%	3%	3%	2%	2%	3%	3%	3%	2%	6% aceg	2%	4% c	2%	1%	4%	3%	1%
Environmental reasons	25	17	1	8	25	15	25	13	9	8	15	10	-	4	15	22	4
	3%	3%	*%	3%	3%	2%	3%	3%	3%	5% g	2%	4%	-%	2%	5% b	2%	6% b
Everyone else is doing it / client's like this method	21	16	*	5	21	8	21	4	1	4	12	2	*	5	*	21	*
	2%	3% b	*%	2%	2% e	1%	2% e	1%	*%	2% e	2% e	1%	2%	2%	*% a	2% a	1% a
Speed - instantaneous / fast response	16	4	4	9	16	12	16	5	6	4	15	4	-	2	5	16	4
	2%	1%	3% a	3% a	2%	2%	2%	1%	2%	2%	2%	1%	-%	1%	2% a	2%	6% ab
Unreliable postal service	13	10	2	2	12	6	12	4	6	2	9	1	*	5	4	12	1
	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	7%	3%	1%	1%	2%
Security / data protection	7	*	3	*	4	4	4	6	*	-	1	3	-	3	3	7	*
	1%	*%	2% ac	*%	*%	1%	*%	2% aceg	*%	-%	*%	1%	-%	1%	1%	1%	*%
Increase in postal prices	6	1	-	3	6	6	6	5	3	5	6	5	-	*	*	6	*
	1%	*%	-%	1%	1%	1%	1%	1%	1%	3%	1%	2%	-%	*%	*%	1%	*%

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
		Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfillment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
Significance Level: 95%		a	b	c	a	b	c	d	e	f	g	a	*b	c	a	b	c
Unweighted total	1028	578	168	275	971	677	990	437	367	191	735	276	14	237	307	981	109
Weighted total	1004	565	149	279	948	618	966	394	326	173	694	256	7	213	304	956	71
More efficient	5	4	1	*	5	5	5	3	2	1	2	1	-	2	1	5	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Forced to by colleagues / system changes in the company	5	2	2	*	5	1	5	1	1	1	2	1	-	*	1	5	*
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Good for sending invoices /attachments	2	1	-	2	2	*	2	*	*	*	2	*	-	2	*	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Offers more creative choices	2	2	-	*	2	2	2	-	2	-	2	-	-	2	2	2	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Company budget has been diverted to other media	1	1	-	-	1	1	1	-	*	-	1	-	-	-	-	1	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Royal Mail strike action	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Other	22	14	*	8	18	7	18	3	4	4	14	2	*	5	6	15	*
	2%	2%	2%	3%	2%	1%	2%	1%	1%	2%	2%	1%	7%	2%	2%	2%	1%
				b													
Don't know	7	5	-	2	7	7	7	4	4	-	3	1	-	3	5	7	3
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	4%
																	b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

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Table 204 (continuation)

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QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%		a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1028	799	689	103	25	875	1014	904	1017	824	1009	-	535	1011	140	124	736	167
Weighted total	1004	781	641	92	31	858	988	877	993	785	988	-	524	992	122	115	719	170
Quicker	462	376	285	40	14	397	456	397	457	361	451	-	239	452	44	40	335	86
	46%	48%	44%	44%	44%	46%	46%	45%	46%	46%	46%	-%	46%	46%	36%	35%	47%	51%
													c	c		a	a	
Cost saving	408	312	274	53	18	326	397	355	399	334	405	-	219	403	56	55	259	94
	41%	40%	43%	58%	57%	38%	40%	40%	40%	43%	41%	-%	42%	41%	46%	48%	36%	55%
				c												b	b	
Customer preferences	238	185	153	16	3	215	236	215	237	193	236	-	138	235	33	20	190	28
	24%	24%	24%	17%	11%	25%	24%	24%	24%	25%	24%	-%	26%	24%	27%	17%	26%	16%
																ac		
Convenience / ease of use	149	130	90	15	2	131	146	126	146	109	146	-	71	147	20	18	100	31
	15%	17%	14%	17%	8%	15%	15%	14%	15%	14%	15%	-%	14%	15%	17%	15%	14%	18%
Price of postage	45	29	36	12	3	28	44	40	45	38	45	-	24	45	5	4	28	12
	4%	4%	6%	12%	10%	3%	4%	5%	4%	5%	5%	-%	5%	4%	4%	4%	4%	7%
				c														
Reduce admin time spent on alternative media	35	28	21	3	-	31	35	32	35	28	35	-	18	33	3	6	26	3
	3%	4%	3%	3%	-%	4%	4%	4%	4%	4%	4%	-%	4%	3%	3%	5%	4%	2%
Proof of delivery / know it has got there / reliable	28	23	11	2	-	25	28	22	28	19	28	-	11	28	6	2	18	8
	3%	3%	2%	2%	-%	3%	3%	2%	3%	2%	3%	-%	2%	3%	5%	2%	2%	5%
Environmental reasons	25	19	10	3	2	21	25	19	25	22	25	-	15	25	7	1	22	2
	3%	2%	2%	4%	5%	2%	2%	2%	2%	3%	3%	-%	3%	2%	6%	1%	3%	1%
															b			
Everyone else is doing it / client's like this method	21	15	18	*	-	21	21	14	21	11	21	-	5	20	-	2	19	*
	2%	2%	3%	-%	-%	2%	2%	2%	2%	1%	2%	-%	1%	2%	-%	2%	3%	-%
Speed - instantaneous / fast response	16	11	8	-	-	16	16	16	16	15	16	-	11	16	4	1	15	-
	2%	1%	1%	-%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	3%	1%	2%	-%
Unreliable postal service	13	5	12	3	3	8	13	11	13	13	13	-	5	13	1	-	7	6
	1%	1%	2%	3%	8%	1%	1%	1%	1%	2%	1%	-%	1%	1%	1%	-%	1%	3%
				c													ab	
Security / data protection	7	4	4	*	-	6	7	4	7	1	6	-	3	7	*	-	4	3
	1%	-%	1%	-%	-%	1%	1%	-%	1%	-%	1%	-%	1%	1%	-%	-%	1%	2%
Increase in postal prices	6	3	6	4	-	2	6	4	6	6	6	-	6	6	*	2	-	4
	1%	-%	1%	4%	-%	-%	1%	-%	1%	1%	1%	-%	1%	1%	-%	2%	-%	2%
				c												b		b
More efficient	5	4	5	*	-	5	5	5	5	5	5	-	2	5	1	3	2	1
	1%	1%	1%	-%	-%	1%	1%	1%	1%	1%	1%	-%	-%	1%	-%	3%	-%	-%
																b		

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 204 (continuation) Page 1851

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
		1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%	1028	a	b	a	*b	c	a	b	c	d	e	*f	a	b	c	a	b	c
Unweighted total	1004	799	689	103	25	875	1014	904	1017	824	1009	-	535	1011	140	124	736	167
Weighted total		781	641	92	31	858	988	877	993	785	988	-	524	992	122	115	719	170
Forced to by colleagues / system changes in the company	5	3	3	-	-	5	5	5	5	3	5	-	1	5	-	1	4	-
	*%	*%	*%	-%	-%	1%	*%	1%	*%	*%	*%	-%	*%	*%	-%	1%	1%	-%
Good for sending invoices /attachments	2	1	2	-	-	2	2	2	2	2	2	-	2	2	*	-	2	-
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	*%	-%	*%	-%
Offers more creative choices	2	2	2	*	-	2	2	*	2	*	2	-	2	2	-	-	2	-
	*%	*%	*%	*%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	-%
Company budget has been diverted to other media	1	1	*	-	-	1	1	1	1	1	1	-	1	1	-	-	1	*
	*%	*%	*%	-%	-%	*%	*%	*%	*%	*%	*%	-%	*%	*%	-%	-%	*%	*%
Royal Mail strike action	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	22	14	7	1	-	21	21	19	22	14	22	-	10	22	2	*	17	4
	2%	2%	1%	1%	-%	2%	2%	2%	2%	2%	2%	-%	2%	2%	2%	*%	2%	3%
Don't know	7	4	3	-	-	4	7	7	7	7	7	-	7	7	3	-	7	-
	1%	1%	*%	-%	-%	*%	1%	1%	1%	1%	1%	-%	1%	1%	2%	-%	1%	-%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 204 (continuation)

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QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	b	a	b	a	b
Unweighted total	1028	82	66	871	1028	-	977	51	783	55	207	804	36	152
Weighted total	1004	85	54	857	1004	-	948	57	748	50	213	776	34	148
Quicker	462	31	18	407	462	-	438	23	341	20	95	361	15	53
	46%	36%	33%	48% b	46%	-%	46%	41%	46%	39%	45%	47%	44%	36%
Cost saving	408	45	25	335	408	-	394	14	288	29	103	298	11	69
	41%	53% c	45%	39%	41%	-%	42% b	24%	38%	57% a	48% b	38%	33%	47%
Customer preferences	238	16	8	210	238	-	218	19	200	2	40	195	9	30
	24%	19%	15%	25%	24%	-%	23%	34%	27% b	3%	19%	25% a	27%	20%
Convenience / ease of use	149	15	10	123	149	-	141	8	115	13	34	115	3	25
	15%	18%	19%	14%	15%	-%	15%	14%	15%	27% a	16%	15%	10%	17%
Price of postage	45	7	8	29	45	-	44	*	26	2	9	34	2	8
	4%	8% c	15% c	3%	4%	-%	5%	1%	3%	4%	4%	4%	5%	6%
Reduce admin time spent on alternative media	35	3	-	32	35	-	33	1	31	1	3	30	*	9
	3%	3%	-%	4%	3%	-%	4%	3%	4%	1%	2%	4%	1%	6%
Proof of delivery / know it has got there / reliable	28	7	2	20	28	-	28	-	13	4	23	5	3	4
	3%	8% c	3%	2%	3%	-%	3%	-%	2%	8% a	11% b	1%	8%	3%
Environmental reasons	25	2	1	22	25	-	23	2	24	-	*	25	*	3
	3%	2%	3%	3%	3%	-%	2%	4%	3%	-%	*%	3% a	*%	2%
Everyone else is doing it / client's like this method	21	*	-	21	21	-	21	-	15	-	2	19	-	-
	2%	1%	-%	2%	2%	-%	2%	-%	2%	-%	1%	2%	-%	-%
Speed - instantaneous / fast response	16	1	1	14	16	-	14	3	13	*	2	14	-	*
	2%	1%	2%	2%	2%	-	1%	5%	2%	1%	1%	2%	-%	*%
Unreliable postal service	13	-	-	13	13	-	11	2	1	5	7	6	-	1
	1%	-%	-%	2%	1%	-%	1%	4%	*%	9% a	3% b	1%	-%	1%
Security / data protection	7	-	3	4	7	-	6	*	6	*	1	6	-	*
	1%	-%	5% c	*%	1%	-%	1%	*%	1%	*%	*%	1%	-%	*%
Increase in postal prices	6	-	3	4	6	-	6	-	4	-	3	4	-	-
	1%	-%	5% ac	*%	1%	-%	1%	-%	*%	-%	1%	*%	-%	-%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
		Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
Significance Level: 95%		a	b	c	a	*b	a	b	a	b	a	b	a	b
Unweighted total	1028	82	66	871	1028	-	977	51	783	55	207	804	36	152
Weighted total	1004	85	54	857	1004	-	948	57	748	50	213	776	34	148
More efficient	5	*	*	5	5	-	5	-	4	-	1	5	*	3
	1%	*%	1%	1%	1%	-%	1%	-%	1%	-%	*%	1%	1%	2%
Forced to by colleagues / system changes in the company	5	-	1	4	5	-	3	2	5	-	*	5	*	-
	*%	-%	1%	*%	*%	-%	*%	3% a	1%	-%	*%	1%	1%	-%
Good for sending invoices /attachments	2	*	*	2	2	-	2	-	2	*	2	*	-	*
	*%	*%	*%	*%	*%	-%	*%	-%	*%	*%	1% b	*%	-%	*%
Offers more creative choices	2	-	-	2	2	-	2	-	*	2	2	*	-	*
	*%	-%	-%	*%	*%	-%	*%	-%	*%	3% a	1% b	*%	-%	*%
Company budget has been diverted to other media	1	-	-	1	1	-	1	-	1	-	-	1	-	-
	*%	-%	-%	*%	*%	-%	*%	-%	*%	-%	-%	*%	-%	-%
Royal Mail strike action	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
For BACS transfers	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%	-%
Other	22	2	*	20	22	-	17	5	19	-	5	17	-	2
	2%	2%	*%	2%	2%	-%	2%	8% a	3%	-%	2%	2%	-%	1%
Don't know	7	-	-	6	7	-	7	-	2	-	-	4	-	3
	1%	-%	-%	1%	1%	-%	1%	-%	*%	-%	-%	1%	-%	2%

Columns Tested: a,b,c - a,b - a,b - a,b - a,b - a,b

Ofcom; Business Postal Tracker

Table 204 (continuation)

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QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

	TOTAL	Satisfaction with other main provider		Quarter			
		Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
Significance Level: 95%		a	b	a	b	c	d
Unweighted total	1028	166	3	234	271	279	244
Weighted total	1004	157	3	226	265	271	243
Quicker	462	57	1	83	145	132	102
	46%	37%	43%	37%	55%	49%	42%
					ad	a	
Cost saving	408	76	-	101	102	112	93
	41%	48%	-%	45%	38%	41%	38%
Customer preferences	238	33	2	60	52	64	62
	24%	21%	57%	27%	19%	23%	26%
Convenience / ease of use	149	20	-	27	35	39	48
	15%	13%	-%	12%	13%	14%	20%
							ab
Price of postage	45	7	-	17	16	7	5
	4%	5%	-%	7%	6%	2%	2%
				cd	cd		
Reduce admin time spent on alternative media	35	9	-	8	8	15	4
	3%	6%	-%	4%	3%	6%	2%
						d	
Proof of delivery / know it has got there / reliable	28	7	-	9	15	3	2
	3%	4%	-%	4%	6%	1%	1%
				cd	cd		
Environmental reasons	25	4	-	8	4	6	7
	3%	2%	-%	4%	1%	2%	3%
Everyone else is doing it / client's like this method	21	-	-	6	3	6	7
	2%	-%	-%	2%	1%	2%	3%
Speed - instantaneous / fast response	16	*	-	4	3	4	5
	2%	-%	-%	2%	1%	2%	2%
Unreliable postal service	13	1	-	4	5	*	4
	1%	1%	-%	2%	2%	-%	2%
					c		
Security / data protection	7	*	-	-	3	3	*
	1%	-%	-%	-%	1%	1%	-%
Increase in postal prices	6	-	-	4	-	-	2
	1%	-%	-%	2%	-%	-%	1%
				bc			
More efficient	5	3	-	2	*	*	3
	1%	2%	-%	1%	-%	-%	1%
Columns Tested: a,b - a,b,c,d							

QF6. Why have you moved mail to other communication methods in the last 12 months?

Base: All who have moved some mail to other communication methods

Significance Level: 95%

Unweighted total

Weighted total

Forced to by colleagues
/ system changes in the
company

Good for sending
invoices /attachments

Offers more creative
choices

Company budget has been
diverted to other media

Royal Mail strike action

For BACS transfers

Other

Don't know

Columns Tested: a,b - a,b,c,d

TOTAL	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1028	166	3	234	271	279	244
1004	157	3	226	265	271	243
5	*	-	*	4	*	*
*%	*%	-%	*%	1%	*%	*%
2	*	-	-	*	-	2
*%	*%	-%	-%	*%	-%	1%
2	*	-	*	2	-	-
*%	*%	-%	*%	1%	-%	-%
1	-	-	-	1	-	-
*%	-%	-%	-%	*%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
-	-	-	-	-	-	-
-%	-%	-%	-%	-%	-%	-%
22	2	-	1	7	8	5
2%	1%	-%	*%	3%	3%	2%
				a	a	
7	3	-	-	5	-	1
1%	2%	-%	-%	2%	-%	1%
				ac		

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Table 205

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Weighting Var

Base: All Respondents

	TOTAL	GOR												
		East of England	East Midlands	Greater London	North East	North West	South East	South West	West Midlands	Yorkshire and the Humber	Scotland	Wales	Northern Ireland	England
Significance Level: 95%		a	b	c	d	e	f	g	h	i	j	k	l	m
Unweighted total	1591	79	136	77	94	123	141	107	118	98	217	198	203	973
Weighted total	1591	88	156	160	88	125	280	228	138	105	82	71	70	1368
North 0-9 Employees	302	-	-	-	82	119	-	-	-	101	-	-	-	302
	19%	-%	-%	-%	93%	95%	-%	-%	-%	96%	-%	-%	-%	22%
					abcfghjklmabcfghjklm					abcfghjklm				abcfghjklm
North 10+ Employees	16	-	-	-	6	6	-	-	-	4	-	-	-	16
	1%	-%	-%	-%	7%	5%	-%	-%	-%	4%	-%	-%	-%	1%
					abcfghjklm	befghjklm				befghjklm				
Mids 0-9 Employees	366	83	150	-	-	-	-	-	133	-	-	-	-	366
	23%	95%	96%	-%	-%	-%	-%	-%	96%	-%	-%	-%	-%	27%
		cdefgijcddefgijk klm	lm						cdefgijk lm					cdefgijklm
Mids 10+ Employees	16	4	7	-	-	-	-	-	5	-	-	-	-	16
	1%	5%	4%	-%	-%	-%	-%	-%	4%	-%	-%	-%	-%	1%
		defgijkdefgijkl lm	m						efgijklm					
South 0-9 Employees	652	-	-	157	-	-	272	224	-	-	-	-	-	652
	41%	-%	-%	98%	-%	-%	97%	98%	-%	-%	-%	-%	-%	48%
				abdehijklm			abdehijklmabdehijklm							abdehijklm
South 10+ Employees	16	-	-	4	-	-	8	4	-	-	-	-	-	16
	1%	-%	-%	2%	-%	-%	3%	2%	-%	-%	-%	-%	-%	1%
				jkl			bijkl	j						
Wal/Sco/NI 0-9 Employees	207	-	-	-	-	-	-	-	-	-	77	66	64	-
	13%	-%	-%	-%	-%	-%	-%	-%	-%	-%	94%	93%	91%	-%
											abcfdefghabcfdefghim		abcfdefghim	
Wal/Sco/NI 10+ Employees	16	-	-	-	-	-	-	-	-	-	5	5	6	-
	1%	-%	-%	-%	-%	-%	-%	-%	-%	-%	6%	7%	9%	-%
											abcfdefghabcfdefghim		abcfdefghim	
											im		im	
Columns Tested: a,b,c,d,e,f,g,h,i,j,k,l,m														

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Table 205 (continuation)

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Weighting Var

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

North 0-9 Employees

North 10+ Employees

Mids 0-9 Employees

Mids 10+ Employees

South 0-9 Employees

South 10+ Employees

Wal/Sco/NI 0-9 Employees

Wal/Sco/NI 10+ Employees

Columns Tested: a,b,c,d,e,f,g - a,b,c,d,e - a,b

TOTAL	Industry							Business Size					Urbanity	
	Agriculture	Manufacturing Industries	Utilities	Construction Industries	Distribution Industries	Financial Service Industries	Non Financial Service Industries	0-9	10-49	50-99	100-249	10+	Urban	Rural
1591	a	b	*c	d	e	f	g	a	b	c	d	e	a	b
1591	126	167	23	132	366	75	662	1203	249	88	51	388	801	790
	27%							1527	41	15	8	64	823	768
302	32	30	5	37	71	9	109	302	-	-	-	-	163	139
19%	27%	21%	25%	26%	19%	11%	16%	20%	-%	-%	-%	-%	20%	18%
	fg	f		fg				bcde						
16	1	3	-	1	3	1	7	-	9	5	2	16	9	7
1%	1%	2%	-%	1%	1%	1%	1%	-%	21%	37%	23%	25%	1%	1%
								a	a	abe	a	a		
366	26	42	8	29	97	21	132	366	-	-	-	-	199	167
23%	21%	29%	36%	20%	26%	25%	20%	24%	-%	-%	-%	-%	24%	22%
		g			g			bcde						
16	*	3	*	1	2	*	8	-	9	5	2	16	10	6
1%	1%	2%	1%	1%	1%	1%	1%	-%	22%	33%	27%	25%	1%	1%
								a	a	ab	a	a		
652	36	43	5	55	141	41	315	652	-	-	-	-	340	312
41%	30%	31%	22%	38%	38%	49%	47%	43%	-%	-%	-%	-%	41%	41%
						ab	abe	bcde						
16	*	2	-	2	3	1	8	-	12	2	2	16	10	6
1%	1%	1%	-%	1%	1%	1%	1%	-%	29%	13%	26%	25%	1%	1%
								ac	a	a	a	ac		
207	27	16	3	16	54	10	79	207	-	-	-	-	83	124
13%	22%	11%	15%	12%	14%	12%	12%	14%	-%	-%	-%	-%	10%	16%
	bdg							bcde					a	
16	*	3	*	1	3	*	8	-	11	3	2	16	8	8
1%	1%	2%	2%	1%	1%	1%	1%	-%	28%	18%	24%	25%	1%	1%
								a	a	a	a	a		

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Table 205 (continuation)

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Weighting Var

Base: All Respondents

	TOTAL	Turnover				Monthly Postal spend		Monthly Postal Spend (size)			Monthly Mail Volume Sent - letters and large letters						
		£0-£499,999	£500,000 - £999,999	£1,000,000 - 4,999,999	£5,000,000 +	0-£99	£100+	Small	Medium	Large	1-24	25-49	50-99	100-249	250-499	500-4,999	5,000+
Significance Level: 95%		a	b	c	d	a	b	a	b	c	a	b	c	d	e	f	g
Unweighted total	1591	648	74	97	46	1182	409	446	736	409	796	275	183	173	76	61	3
Weighted total	1591	760	74	70	16	1282	309	509	774	309	935	260	158	124	61	23	3
North 0-9 Employees	302	157	10	8	-	260	43	116	144	43	182	55	30	18	5	5	-
	19%	21%	13%	11%	-%	20%	14%	23%	19%	14%	19%	21%	19%	15%	8%	24%	-%
		cd	d	d		b		c	c		e	e	e			e	
North 10+ Employees	16	1	*	1	2	8	8	2	6	8	4	3	2	3	1	2	*
	1%	-%	-%	2%	13%	1%	3%	-%	1%	3%	-%	1%	2%	2%	2%	9%	6%
				a	abc		a			ab				a		abcd	
Mids 0-9 Employees	366	194	12	17	8	299	67	118	181	67	226	69	24	27	12	-	-
	23%	25%	17%	24%	52%	23%	22%	23%	23%	22%	24%	27%	15%	22%	20%	-%	-%
					abc						cf	cf	f	f	f		
Mids 10+ Employees	16	2	1	2	2	8	8	1	7	8	3	3	2	4	2	1	*
	1%	-%	1%	3%	10%	1%	2%	-%	1%	2%	-%	1%	2%	3%	3%	5%	6%
				a	ab		a			ab				a	a	ab	
South 0-9 Employees	652	295	39	31	-	523	129	199	325	129	396	87	70	49	32	6	3
	41%	39%	53%	44%	-%	41%	42%	39%	42%	42%	42%	34%	44%	39%	52%	26%	88%
		d	ad	d							bf		bf		bf		
South 10+ Employees	16	2	1	2	2	7	9	2	6	9	4	2	3	3	2	2	-
	1%	-%	1%	2%	13%	1%	3%	-%	1%	3%	-%	1%	2%	2%	3%	9%	-%
				a	abc		a			ab			a	a	a	abcd	
Wal/Sco/NI 0-9 Employees	207	107	10	7	1	168	39	69	99	39	116	37	23	17	5	4	-
	13%	14%	14%	10%	6%	13%	13%	14%	13%	13%	12%	14%	15%	14%	9%	19%	-%
Wal/Sco/NI 10+ Employees	16	1	1	3	1	8	8	1	7	8	3	3	3	4	2	2	-
	1%	-%	2%	4%	6%	1%	2%	-%	1%	2%	-%	1%	2%	3%	3%	8%	-%
			a	a	a		a			ab			a	a	a	abc	

Columns Tested: a,b,c,d - a,b - a,b,c - a,b,c,d,e,f,g

Ofcom; Business Postal Tracker

Table 205 (continuation)

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Weighting Var

Base: All Respondents

	TOTAL	Monthly Mail Volume Sent - packets and parcels					Main provider (volume)		Main provider (contract value)		Mail providers used		
		1-24	25-49	50-99	100-249	250+	Royal Mail	Provider other than Royal Mail	Royal Mail	Provider other than Royal Mail	Royal Mail only	Royal Mail and other(s)	Other(s) only
Significance Level: 95%		a	b	c	d	e	a	b	a	b	a	b	*c
Unweighted total	1591	609	77	52	33	32	1480	110	1432	158	1276	287	27
Weighted total	1591	590	58	51	31	25	1480	109	1437	152	1280	285	25
North 0-9 Employees	302	93	12	5	9	4	287	16	284	18	259	39	4
	19%	16%	21%	10%	29%	17%	19%	14%	20%	12%	20%	14%	16%
					ac				b		b		
North 10+ Employees	16	5	2	*	1	1	14	2	14	2	12	4	*
	1%	1%	4%	1%	2%	3%	1%	2%	1%	1%	1%	1%	1%
			a										
Mids 0-9 Employees	366	154	9	14	4	5	328	36	311	54	277	80	8
	23%	26%	16%	27%	15%	21%	22%	33%	22%	35%	22%	28%	30%
		b						a		a	a	a	
Mids 10+ Employees	16	6	1	1	1	1	15	1	14	2	11	4	*
	1%	1%	2%	1%	2%	4%	1%	1%	1%	1%	1%	2%	1%
South 0-9 Employees	652	237	21	25	13	10	611	41	594	58	520	124	8
	41%	40%	36%	49%	43%	41%	41%	38%	41%	38%	41%	44%	32%
South 10+ Employees	16	8	*	2	1	*	14	2	13	3	11	5	*
	1%	1%	%	3%	3%	1%	1%	2%	1%	2%	1%	2%	1%
Wal/Sco/NI 0-9 Employees	207	80	12	3	2	3	197	10	194	12	177	25	5
	13%	14%	21%	7%	6%	11%	13%	9%	14%	8%	14%	9%	19%
			c							b			
Wal/Sco/NI 10+ Employees	16	7	1	1	1	*	15	1	14	2	12	4	*
	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%
Columns Tested: a,b,c,d,e - a,b - a,b - a,b,c													

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Table 205 (continuation)

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Weighting Var

Base: All Respondents

TOTAL	Role of mail services			Types of mail sent regularly							Use of parcels			Types of service used		
	Administrative only	Critical for communications	Core to business operations	Letters	Large Letters	All Letters	Parcels and Packets	Bulk Mailings	Order fulfilment	Others	Parcel post used for fulfilment	Send products but not using parcels or packets	Do not despatch products to customers	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border
1591	a	b	c	a	b	c	d	e	f	g	a	b	c	a	b	c
1591	863	270	448	1492	991	1521	675	515	299	1117	428	20	352	472	1515	171
	859	260	455	1491	919	1518	635	460	286	1079	415	11	325	476	1511	115
302	173	47	81	275	152	281	106	82	51	217	71	1	50	82	278	21
19%	20%	18%	18%	18%	17%	18%	17%	18%	18%	20% b	17%	13%	15%	17%	18%	18%
16	9	4	3	15	12	15	8	8	3	13	5	*	3	6	15	2
1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	4%	1%	1%	1%	2%
366	198	61	103	343	210	346	142	115	84	265	103	2	83	108	345	19
23%	23%	23%	23%	23%	23%	23%	22%	25%	29%	25%	25%	15%	25%	23%	23%	16%
								abcd								
16	9	3	4	15	12	15	9	6	2	13	5	*	5	7	15	2
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	2%
652	339	110	193	620	386	633	270	175	97	410	166	2	135	213	631	38
41%	39%	42%	42%	42% f	42% f	42% f	42% f	38%	34%	38%	40%	23%	42%	45% c	42% c	33%
16	10	3	3	16	13	16	10	7	2	12	5	*	6	6	16	2
1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	1%	2%	2%	1%	1%	2%
207	114	30	63	190	121	195	83	60	43	138	57	4	39	49	196	28
13%	13%	11%	14%	13%	13%	13%	13%	13%	15%	13%	14%	38%	12%	10%	13%	24% ab
16	8	3	5	16	13	16	8	7	3	12	4	*	5	5	16	3
1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	1%	1%	1%	3% b

Columns Tested: a,b,c - a,b,c,d,e,f,g - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 205 (continuation)

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Weighting Var

Base: All Respondents

TOTAL	RM Services used for Standard Mail		RM product changes			Types of mail received						Types of services for received mail			Future volume of mail		
	1st class services	2nd class services	Higher to lower cost	Lower to higher cost	Has not changed /DK	Letters	Large Letters	All Letters	Packets and Parcels	Others	None / DK / Ref	Urgent, Tracked or Timed Services	Standard Delivery	International / Cross border	Increase	Stay the same	Decrease
Significance Level: 95%																	
Unweighted total	a	b	a	b	c	a	b	c	d	e	f	a	b	c	a	b	c
Weighted total	1205	1044	141	37	1376	1566	1366	1572	1244	1559	-	815	1561	214	200	1187	200
	1203	995	137	44	1377	1562	1339	1568	1216	1561	-	819	1564	187	196	1188	202
North 0-9 Employees	231	170	25	10	267	301	250	301	227	296	-	151	300	31	35	230	35
	19%	17%	18%	24%	19%	19%	19%	19%	19%	19%	-%	18%	19%	17%	18%	19%	17%
North 10+ Employees	13	12	1	*	14	16	14	16	13	16	-	9	16	3	3	12	2
	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	1%	1%	1%
Mids 0-9 Employees	248	232	33	12	307	363	306	364	266	358	-	179	361	24	46	279	41
	21%	23%	24%	27%	22%	23%	23%	23%	22%	23%	-%	22%	23%	13%	23%	24%	20%
												c	c				
Mids 10+ Employees	13	12	1	1	13	16	15	16	13	15	-	8	16	2	2	12	2
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
South 0-9 Employees	525	410	57	17	568	634	550	636	509	642	-	350	640	90	82	476	91
	44%	41%	41%	40%	41%	41%	41%	41%	42%	41%	-%	43%	41%	48%	42%	40%	45%
														b			
South 10+ Employees	14	10	2	-	13	16	15	16	13	15	-	8	15	2	1	12	3
	1%	1%	2%	-%	1%	1%	1%	1%	1%	1%	-%	1%	1%	1%	1%	1%	1%
Wal/Sco/NI 0-9 Employees	147	136	16	3	181	201	175	203	161	203	-	105	201	29	24	155	28
	12%	14%	12%	6%	13%	13%	13%	13%	13%	13%	-%	13%	13%	16%	12%	13%	14%
Wal/Sco/NI 10+ Employees	13	13	2	*	14	16	15	16	14	16	-	8	16	4	3	12	2
	1%	1%	1%	%	1%	1%	1%	1%	1%	1%	-%	1%	1%	2%	1%	1%	1%

Columns Tested: a,b - a,b,c - a,b,c,d,e,f - a,b,c - a,b,c

Ofcom; Business Postal Tracker

Table 205 (continuation)

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Weighting Var

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

North 0-9 Employees

North 10+ Employees

Mids 0-9 Employees

Mids 10+ Employees

South 0-9 Employees

South 10+ Employees

Wal/Sco/NI 0-9 Employees

Wal/Sco/NI 10+ Employees

Columns Tested: a,b,c - a,b - a,b - a,b - a,b

TOTAL	Considered trying provider other than RM			Have moved to other communication methods		Has internet connection		Satisfaction with services from Royal Mail		Experienced problems with service from Royal mail in last 6 months		Problems with provider other than Royal Mail in the last six months	
	Yes - tried	Yes - not tried	No	Yes	No	Yes	No	Satisfied	Dissatisfied	Yes	No	Yes	No
	a	b	c	a	b	a	b	a	b	a	b	a	b
1591	134	99	1342	1028	563	1462	129	1244	78	285	1278	51	230
1591	146	86	1347	1004	587	1447	144	1213	78	290	1275	54	225
North 0-9 Employees	26	19	255	181	121	265	37	245	14	53	246	7	33
19%	18%	22%	19%	18%	21%	18%	26% a	20%	18%	18%	19%	12%	14%
North 10+ Employees	1	2	12	12	4	16	*	12	1	3	13	1	3
1%	1%	2%	1%	1%	1%	1%	%	1%	1%	1%	1%	2%	1%
Mids 0-9 Employees	34	27	303	243	123	328	37	276	15	65	292	18	60
23%	23%	32% c	22%	24%	21%	23%	26%	23%	19%	22%	23%	34%	26%
Mids 10+ Employees	2	1	12	11	5	16	-	12	1	4	12	1	3
1%	2%	1%	1%	1%	1%	1%	%	1%	1%	1%	1%	3%	1%
South 0-9 Employees	67	22	558	406	246	606	46	475	36	127	517	22	97
41%	45% b	26%	41% b	40%	42%	42% b	32%	39%	46%	44%	41%	41%	43%
South 10+ Employees	1	1	13	10	6	16	*	11	2	3	13	*	4
1%	1%	1%	1%	1%	1%	1%	%	1%	2%	1%	1%	1%	2%
Wal/Sco/NI 0-9 Employees	13	13	179	130	77	184	23	169	9	33	169	4	23
13%	9%	15%	13%	13%	13%	13%	16%	14%	12%	11%	13%	7%	10%
Wal/Sco/NI 10+ Employees	1	1	14	11	5	16	*	13	*	2	13	*	3
1%	%	1%	1%	1%	1%	1%	%	1%	%	1%	1%	%	1%

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Table 205 (continuation)

Page 1863

Weighting Var

Base: All Respondents

Significance Level: 95%

Unweighted total

Weighted total

North 0-9 Employees

North 10+ Employees

Mids 0-9 Employees

Mids 10+ Employees

South 0-9 Employees

South 10+ Employees

Wal/Sco/NI 0-9 Employees

Wal/Sco/NI 10+ Employees

Columns Tested: a,b - a,b,c,d

	Satisfaction with other main provider		Quarter			
	Satisfied	Dissatisfied	Q2 2014	Q3 2014	Q4 2014	Q1 2015
	a	b	a	b	c	d
1591	249	5	387	401	400	403
1591	246	7	387	401	400	403
302	34	3	74	76	76	77
19%	14%	36%	19%	19%	19%	19%
16	3	-	4	4	4	4
1%	1%	-%	1%	1%	1%	1%
366	69	2	89	92	92	93
23%	28%	23%	23%	23%	23%	23%
16	4	-	4	4	4	4
1%	1%	-%	1%	1%	1%	1%
652	105	2	159	164	164	165
41%	43%	34%	41%	41%	41%	41%
16	4	-	4	4	4	4
1%	2%	-%	1%	1%	1%	1%
207	24	*	50	52	52	52
13%	10%	6%	13%	13%	13%	13%
16	3	-	4	4	4	4
1%	1%	-%	1%	1%	1%	1%