

Name Withheld 4

I confirm that I have read the declaration:

Yes

Additional comments:

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

who set the questions ?
why were the specific questions chosen
how did you choose them ?
did you ask anybody for there questions ?
costs and benifits - a bit of a guess i would say

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

costs - should become more efficient - lower costs for a service
benefits should be passed onto the users

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

not sure what you mean

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

all a little guess work i think

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

postal services have gone down overall , over time things have not really improved - only at a very high cost to the consumer

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

more activity - this will same the service for some time to come

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

no

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

about right , option to leave with neighbours etc - in train , better option

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

as above

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

WE NEED TO RETAIN THIS SERVICE ,

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

NEXT DAY AS A STANDARD DELIVERY WORKS , HAS WORKED IN THE PAST , WELL BEFORE THE POOR INTRODUCTION OF 1ST / 2ND CLASS MAIL - 2ND CLASS MAIL IS A FALSE ECONOMY - THIS POST HAS TO BE REROUTED (PULLED OUT) TO SLOW IT DOWN - WE NEED TO GET BACK TO ALL POST 1ST CLASS / SAME CLASS - FOR A REASONABLE FEE - NOT AS YOUR PROPOSALS FOR A 2DAY STANDARD DELIVERY - 1 DAY HAS WORKED - CAN WORK - AND WORKS VERY WELL , TO GO BACKWARDS AND ACCEPT A 2 DAY TIME WOULD BE GOING BACK IN TIME - NOT FORWARD - A BAD IDEA ? BAD CHOICE , BAD STEP , WE ARE GOING BACK TO THE DARK AGES WITH THIS ONE

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

NO

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

YES - SEE ABOVE - WHY DO WE EVEN THINK OF PROVIDING A LESSER SERVICE ??? A STRANGE IDEA

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

ONE RATE FOR A FIRST CLASS , NEXT DAY SERVICE , AT AN AFFORDABLE RATE FOR PRIVATE CUSTOMERS , AS WELL , AS BUSINESS

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

NEEDS TO IMPROVE -

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

NEEDS TO BE MAINTAINED AS PER MY PRIOR RECOMENDATIONS - AS ABOVE

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

NO - BUT EFFICIENCIES OF MECHANISATION SHOULD ENSUE

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

A FUNNY WAY TO POSE A QUESTION - A HIGH QUALITY OF SERVICE - BY ITS DEFINITION - SHOULD MEET A USERS NEEDS - IF YOU MEAN - DO WE HAVE A HIGH QUALITY OF SERVICE - I WOULD SAY ITS PATCHY , AND COULD BE BETTER

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

YES - AS PROIR ANSWERS

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

TO MAINTAIN THE 6 DAYS - AND MAYBE 7 FOR COLLECTIONS - MORE TIMES FOR COLLECTIONS

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

MORE CHOUCHE / MORE OPTIONS -

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

??? DONT KNOW WHAT YOU MEAN - IF YOU MEAN A SAT / SUN COLLECTION ? AS ABOVE

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

SEE ABOVE PLEASE

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

SHOULD BE LATER IN SOME AREAS - MORE CHOICE

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

WE HAVE A GREAT DEAL LESS POST OFFICES THAN WE USED TO HAVE - THUS - LESS OPTIONS TO DELIVER POST - MORE OPTIONS NEED TO BE LOOKED AT

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

WE USED TO HAVE MANY MORE COLLECTION TIMES - AND TIMES CLEARLY VISABLE AS TO LAST PICK UP TIME - NEXT PICK UP TIME - OF THE BOX - ?? WHERE HAVE THESE GONE ?? MORE TIMES WOULD FACILITATE FASTER DEVIVERY - HOPEFULLY - IF THEY SET THEIR STALL OUT TO ACHIEVE THIS FOR THE CONSUMER

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

NO

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

NO

COSTS ??? ANYTHING IS POSSIBLE IF YOU SET OUT TO ACHIEVE IT - COST IMPLICATIONS CAN BE MET

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

PLEASE SEE ABOUT ANSWERS ? THANKS

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

MORE OPTIONS / CHOICE / TIMES /

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

POST SHOULD BE DELIVERED AT THE EARLIEST TIME POSSIBLE , WE HAVE GONE (MAGAIN) BACKWARDS ON THIS ONE - WHY OH WHY DO WE LET THE POST MEN NOW START DELIVERIES AT 10.00AM ?????? THIS IS MADNESS , CAN WE GET BACK TO AN EARLIER START - AND THUS AN EARLIER DELIVERY - THANKS

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

SEE ABOVE - A RETROGRADE STEP TO START LATER - PLEASE LETS GET BACK TO EARLIER STARTS / EARLIER DELIVERIES

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

AS ABOVE

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

SOME FUNNY QUESTIONS TO RAISE ABOUT HOW DO WE IMPROVE THE SERVICE ???
STRANGE

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

NO THOUGH SOME VERY HIGH PRICES FOR SOME OF THESE SERVICES

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

AS ABOVE

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

SEE REPLY

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

SEE PREVIOUS

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

SEE PRIOR

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

?

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

YES - SERVICE IS THE KEY WORD - SERVICE COULD BE DEFINED AS -
COST
TIME

COLLECTION OPTIONS
DELIVERY OPTIONS

WE NEED TO MEET AND EXCEED ALL OF THESE - BEST PRACTICE - BEST
SERVICE - VALUE FOR MONEY
AND GET BACK TO A MORE RELIABLE FASTER STANDARD SERVICE
NOT A 2 TIRER SERCICE

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

NO

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