

**techUK submission to Ofcom  
consultation  
Proposed direction relating to  
exceptions to the postal collections  
Universal Service Obligation, and minor  
amendment to Designated Universal  
Service Provider Condition 1**

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This response represents the views of techUK members  
in the meter manufacturer industry

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## Introduction

## About techUK

techUK represents the companies and technologies that are defining today the world that we will live in tomorrow. More than 850 companies are members of techUK. Collectively they employ more than 500,000 people, about half of all tech sector jobs in the UK. These companies range from leading FTSE 100 companies to new innovative start-ups. The majority of our members are small and medium sized businesses.

## techUK's Postal Services Group

techUK's Postal Services Group comprises the key industry stakeholders and has an established programme of engagement with all sections of the market to collate and articulate the concerns and visions of the postal technologies sector.

Our objective is to represent the industry to highlight the importance of technology to the UK postal industry now and in the future. We do not advocate specific company technologies.

## Background

In this response, techUK would like to introduce the meter manufacturers sector and provide collated thoughts in response to this Ofcom consultation.

This response is solely from a specific section of our varied membership – our meter manufacturers. It comprises the collated concerns of the meter manufacturers' sector specifically within the techUK's focus group, in particular:

- Pitney Bowes Ltd
- Neopost Ltd

These members are keen to convey their thoughts as an industry, and techUK provides a neutral forum for our members to collectively provide the thoughts of the sector for the benefit of industry and regulator.

Please note references below to 'techUK members' refer solely to the views of our members named above and views of techUK's wider membership may follow separately if appropriate.

## **techUK response**

We have responded to several specific points in this consultation.

### *Section 4.4*

We welcome Ofcom's approach to strengthening and formalising their position on business boxes. They are now a long-term exception which only relate to Saturdays and this fact should be recognised.

### *Section 4.11*

We agree with the overall approach Ofcom has taken around the whole area of collections. As shown by the statistics, it is a minor issue with only 2 complaints out of 1,011 complaints. Business boxes make up approximately 1% of the total number of postal boxes in the UK.

### *Section 4.25*

Additionally, we would expect metered mail to be inducted into the Royal Mail network via the Post Office or through the Royal Mail delivery office and mail centre.

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